













# Hospital survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Hospital Name	Address 1	City	State
GILBERT HOSPITAL	5656 SOUTH POWER ROAD	GILBERT	AZ
BANNER BAYWOOD MEDICAL CENTER	6644 EAST BAYWOOD AVENUE	MESA	AZ
SCOTTSDALE HEALTHCARE-SHEA MEDICAL CENTER	9003 EAST SHEA BOULEVARD	SCOTTSDALE	AZ
SCOTTSDALE HEALTHCARE-THOMPSON PEAK HOSPITAL	7400 EAST THOMPSON PEAK PARKWAY	SCOTTSDALE	AZ
MOUNTAIN VISTA MEDICAL CENTER, LP	1301 SOUTH CRISMON ROAD	MESA	AZ
BANNER DESERT MEDICAL CENTER	1400 SOUTH DOBSON ROAD	MESA	AZ
MAYO CLINIC HOSPITAL	5777 EAST MAYO BOULEVARD	PHOENIX	AZ
BANNER GATEWAY MEDICAL CENTER	1900 NORTH HIGLEY ROAD	GILBERT	AZ
ARIZONA ORTHOPEDIC SURGICAL HOSPITAL	2905 WEST WARNER ROAD	CHANDLER	AZ
MERCY GILBERT MEDICAL CENTER	3555 SOUTH VAL VISTA DRIVE	GILBERT	AZ
ARIZONA SPINE AND JOINT HOSPITAL	4620 EAST BASELINE ROAD	MESA	AZ
BANNER HEART HOSPITAL	6750 EAST BAYWOOD	MESA	AZ

# Hospital survey

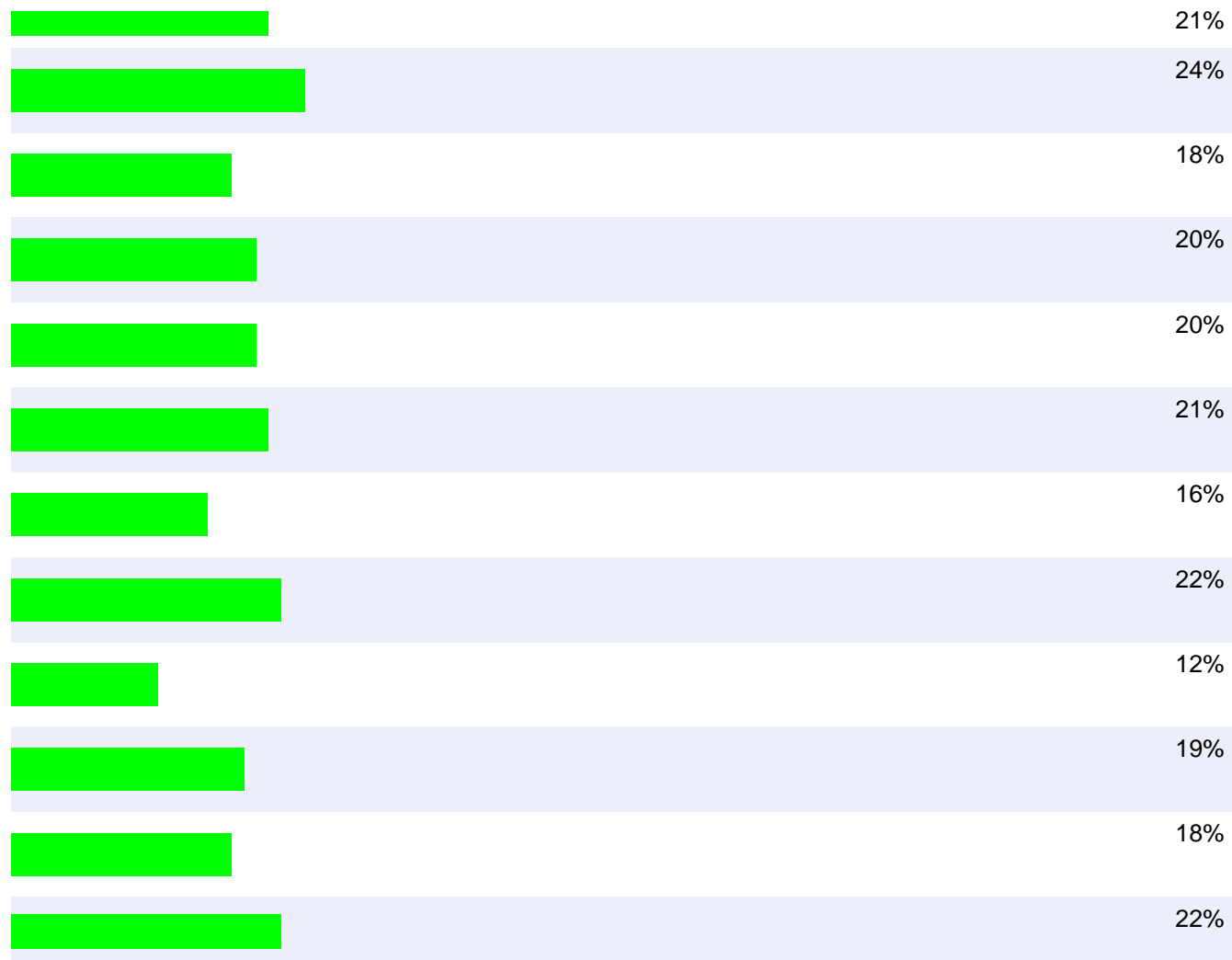
Based on Survey of Patients' Hospital Experiences (HCAHPS)

ZIP Code	Percent of patients who reported that their nurses "Sometimes" or "Never" communicated well.	
85295		4%
85206		6%
85260		6%
85255		6%
85209		9%
85202		6%
85054		2%
85234		6%
85225		2%
85296		4%
85206		1%
85206		4%

# Hospital survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their nurses "Usually" communicated well.



# Hospital survey

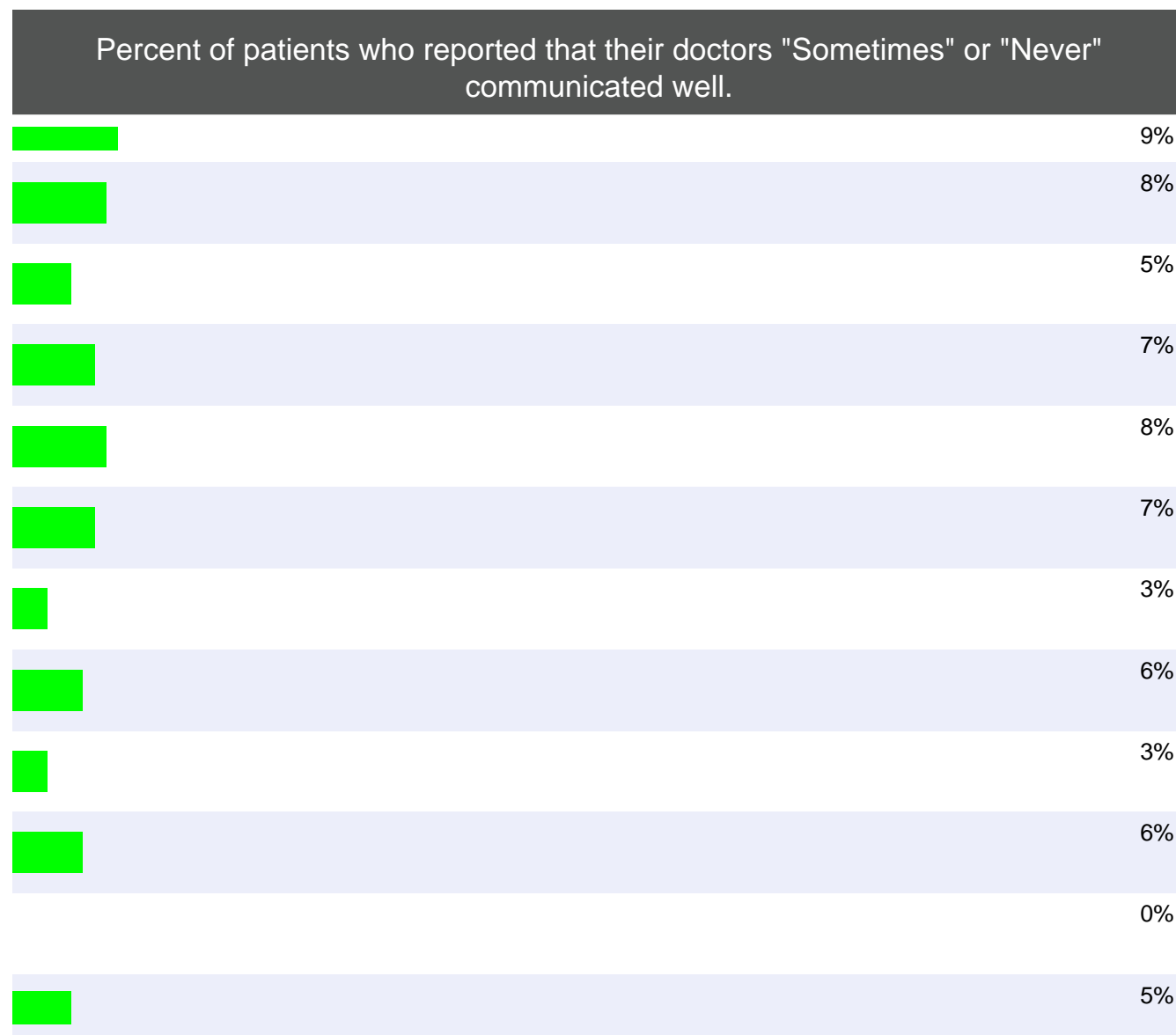
Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their nurses "Always" communicated well.



# Hospital survey

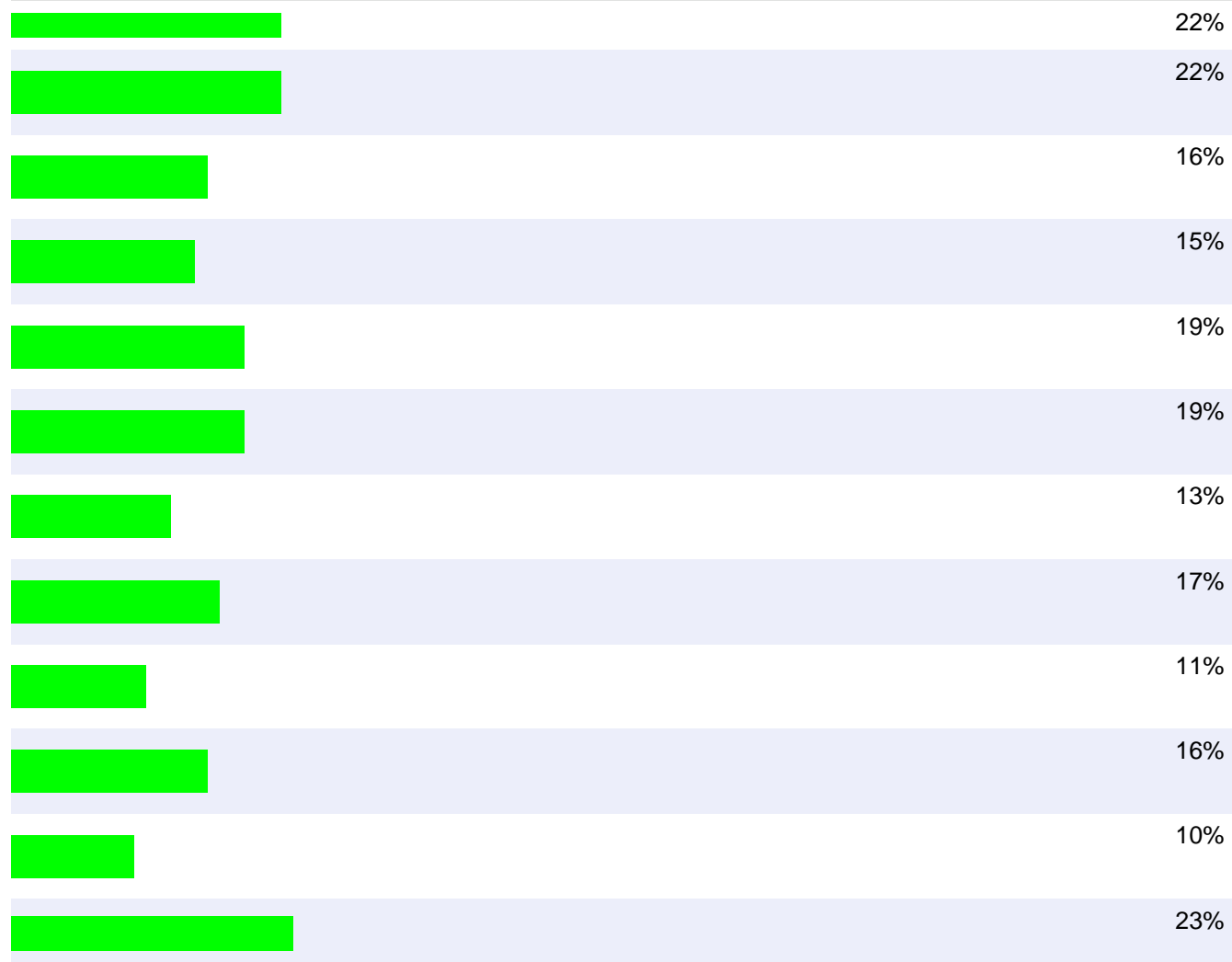
Based on Survey of Patients' Hospital Experiences (HCAHPS)



# Hospital survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their doctors "Usually" communicated well.



# Hospital survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)

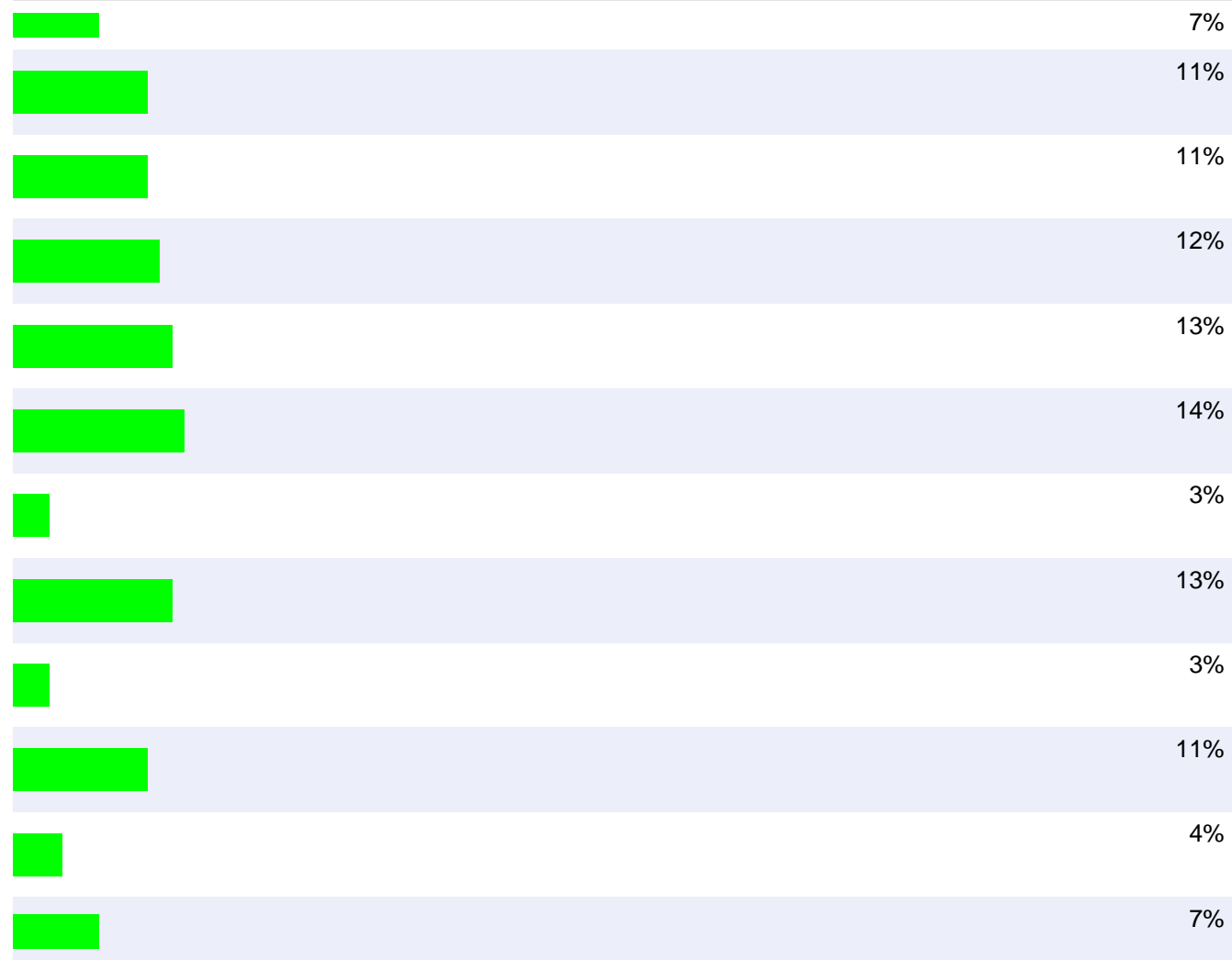
Percent of patients who reported that their doctors "Always" communicated well.



# Hospital survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)

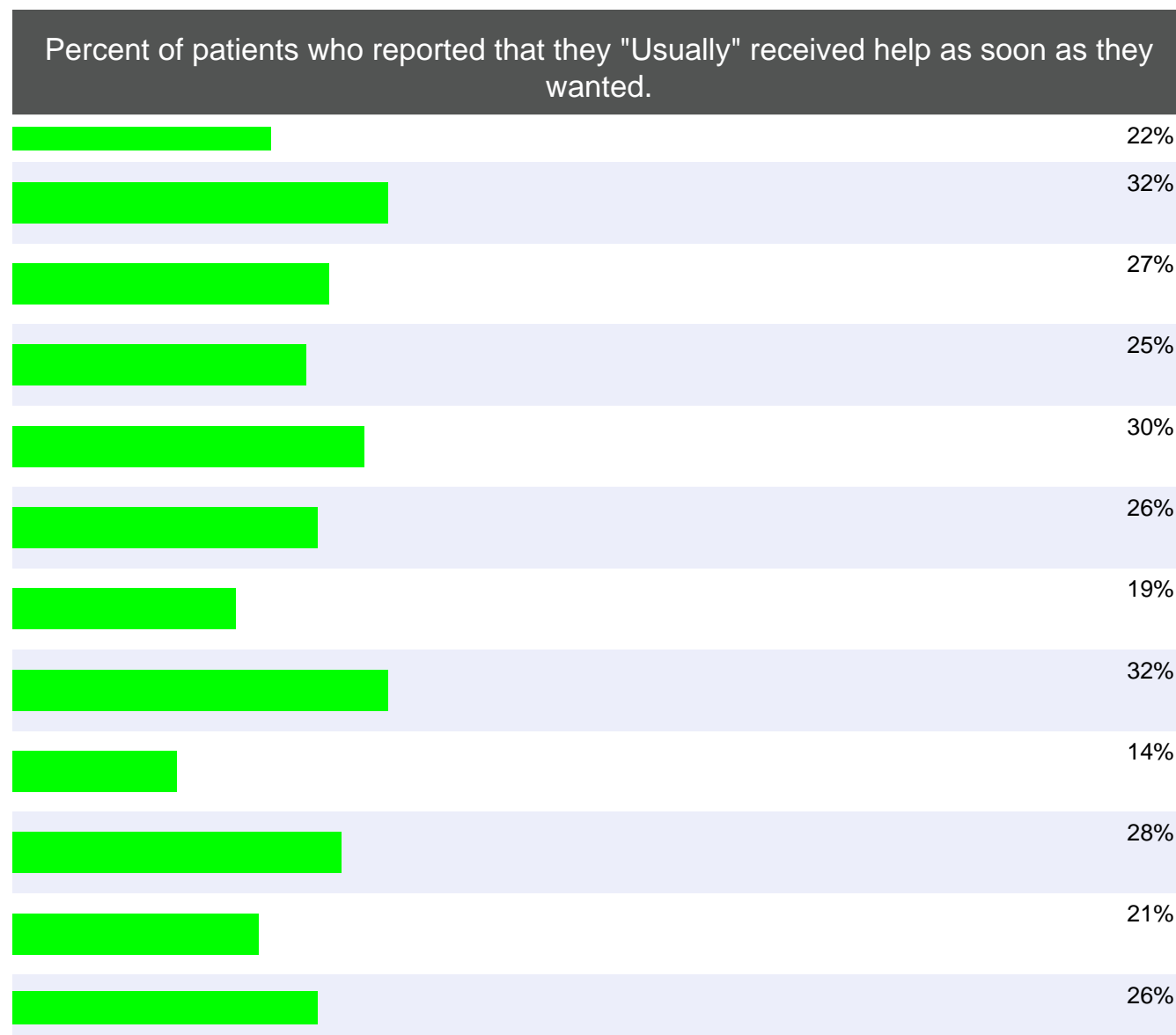
Percent of patients who reported that they "Sometimes" or "Never" received help as soon as they wanted.





# Hospital survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)



# Hospital survey

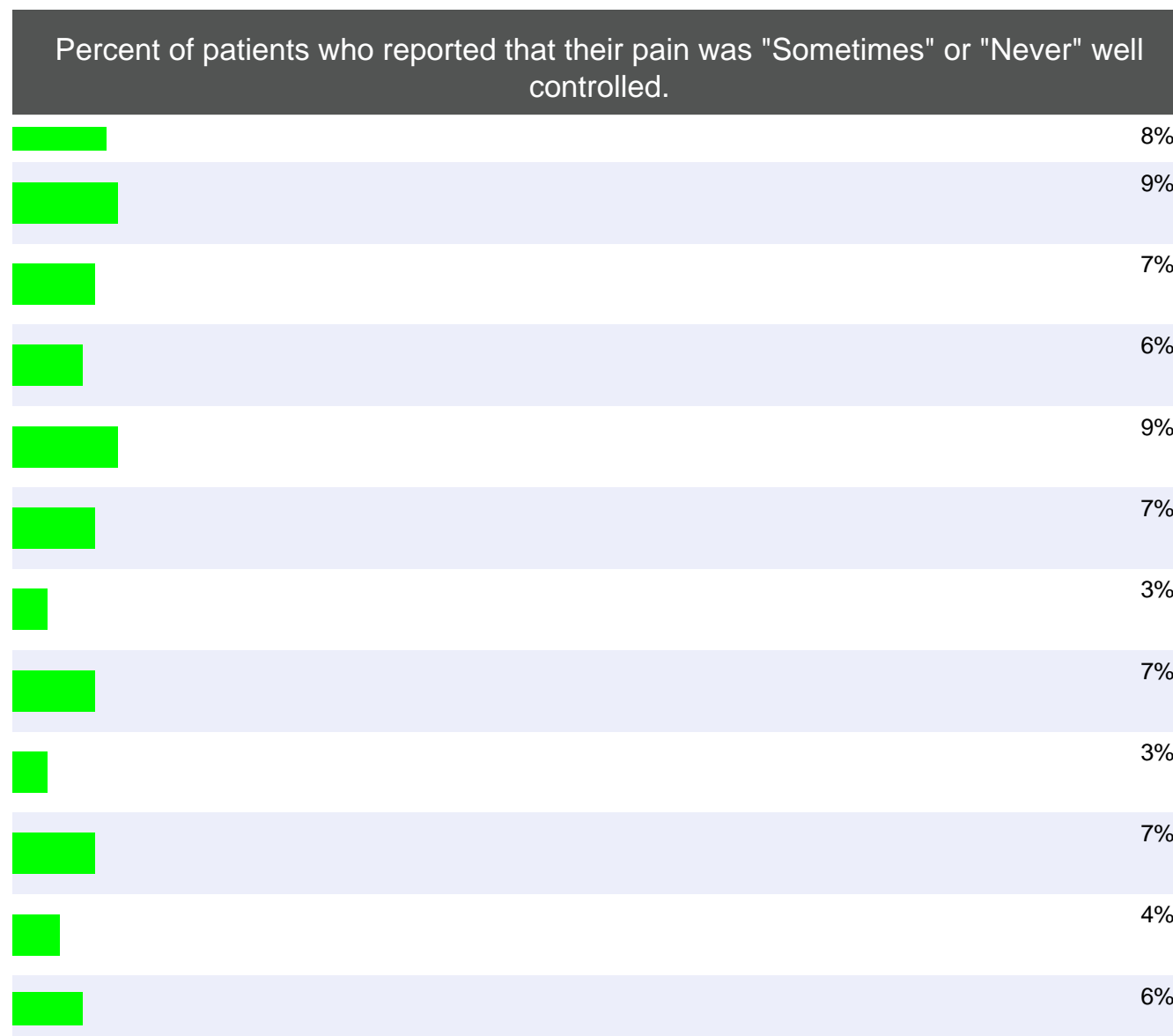
Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that they "Always" received help as soon as they wanted.



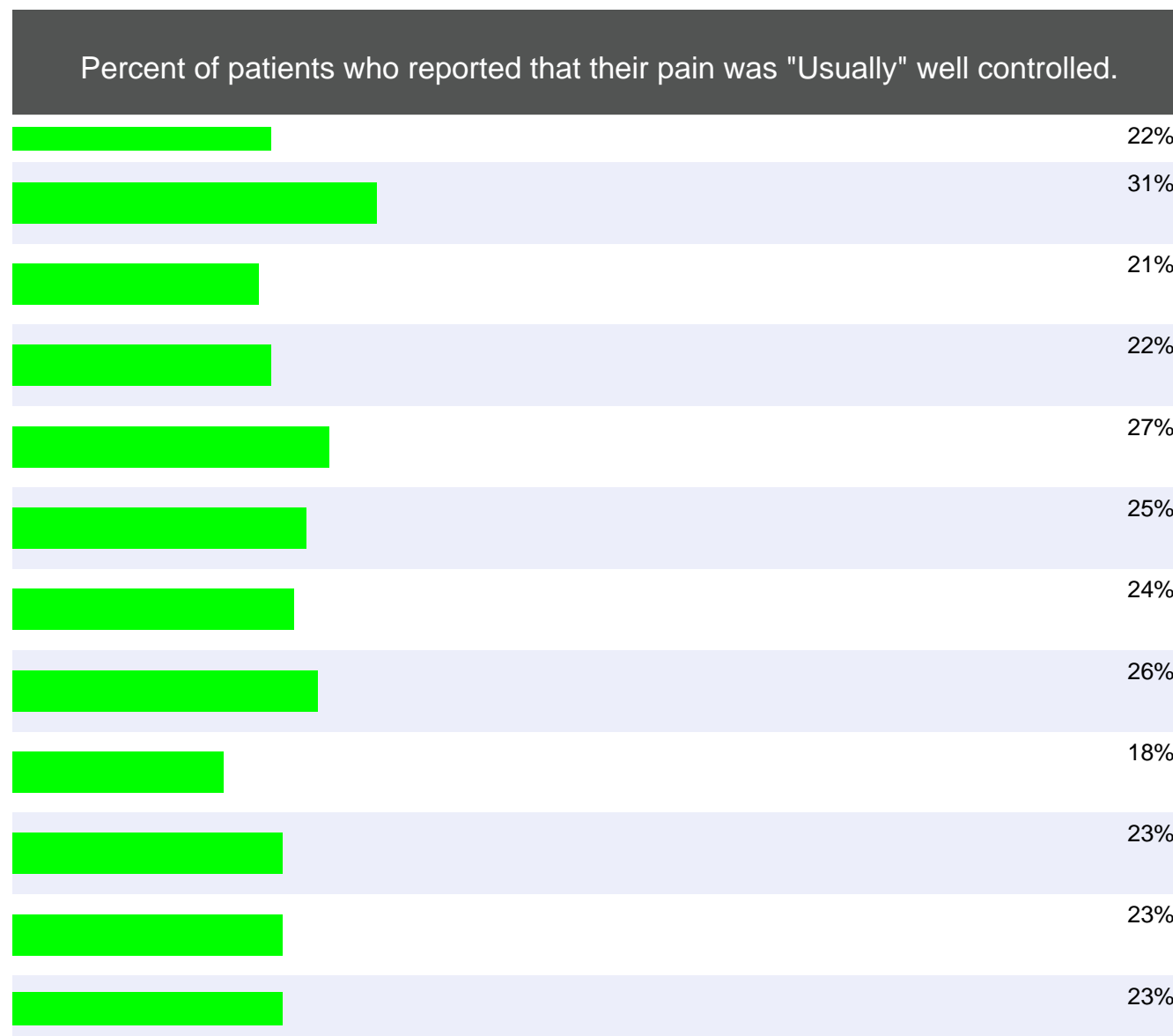
# Hospital survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)



# Hospital survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)



# Hospital survey

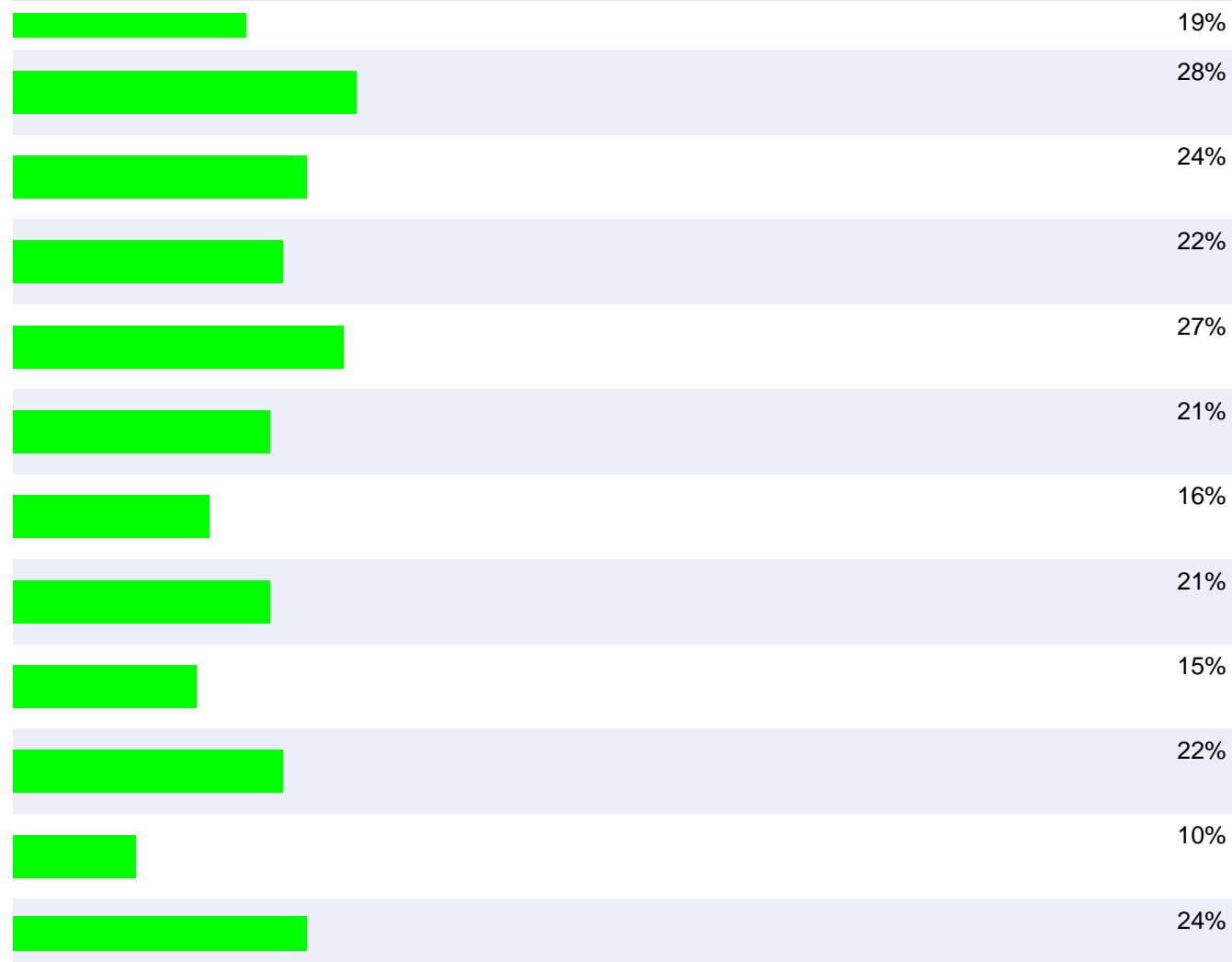
Based on Survey of Patients' Hospital Experiences (HCAHPS)



# Hospital survey

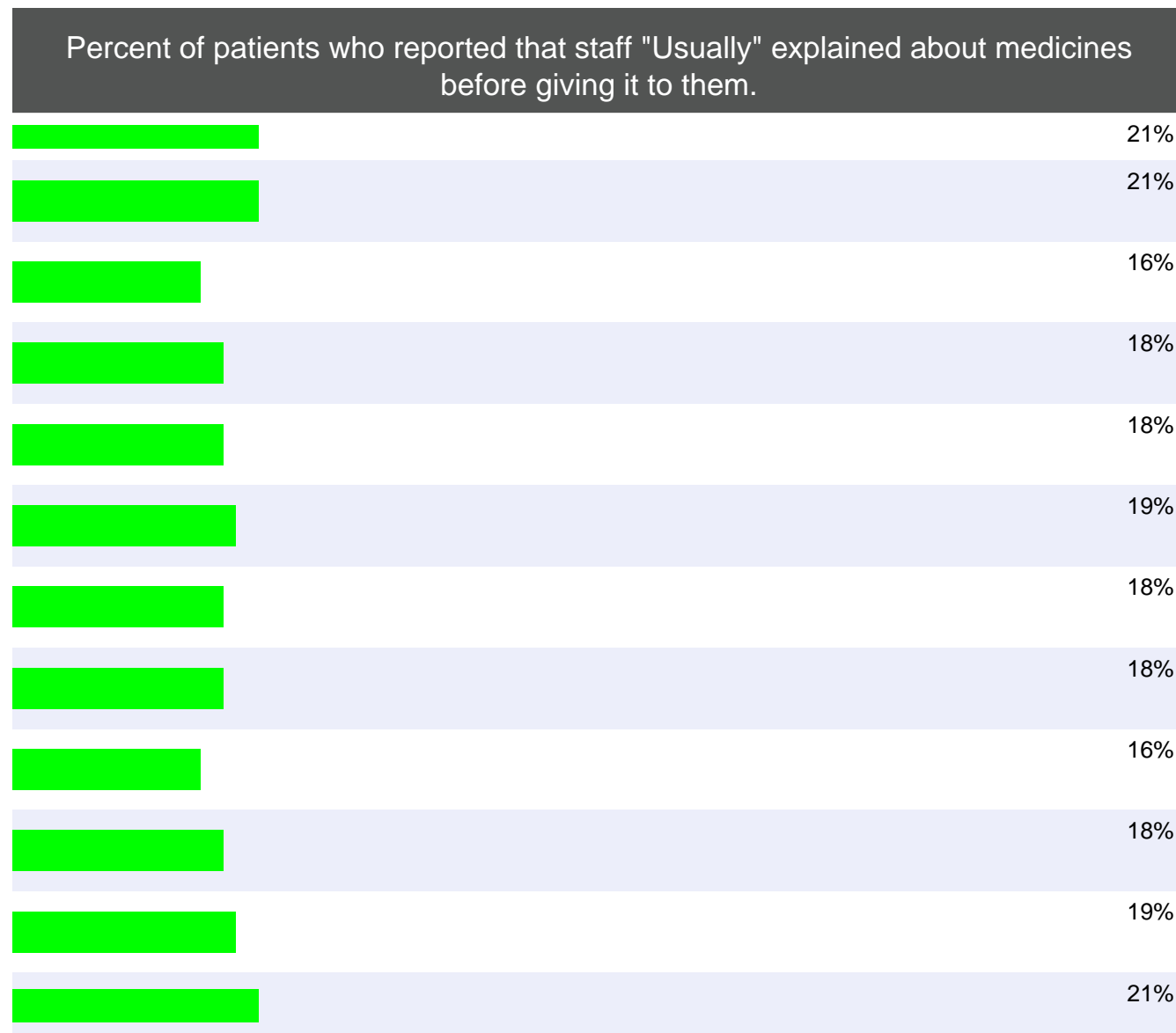
Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them.



# Hospital survey

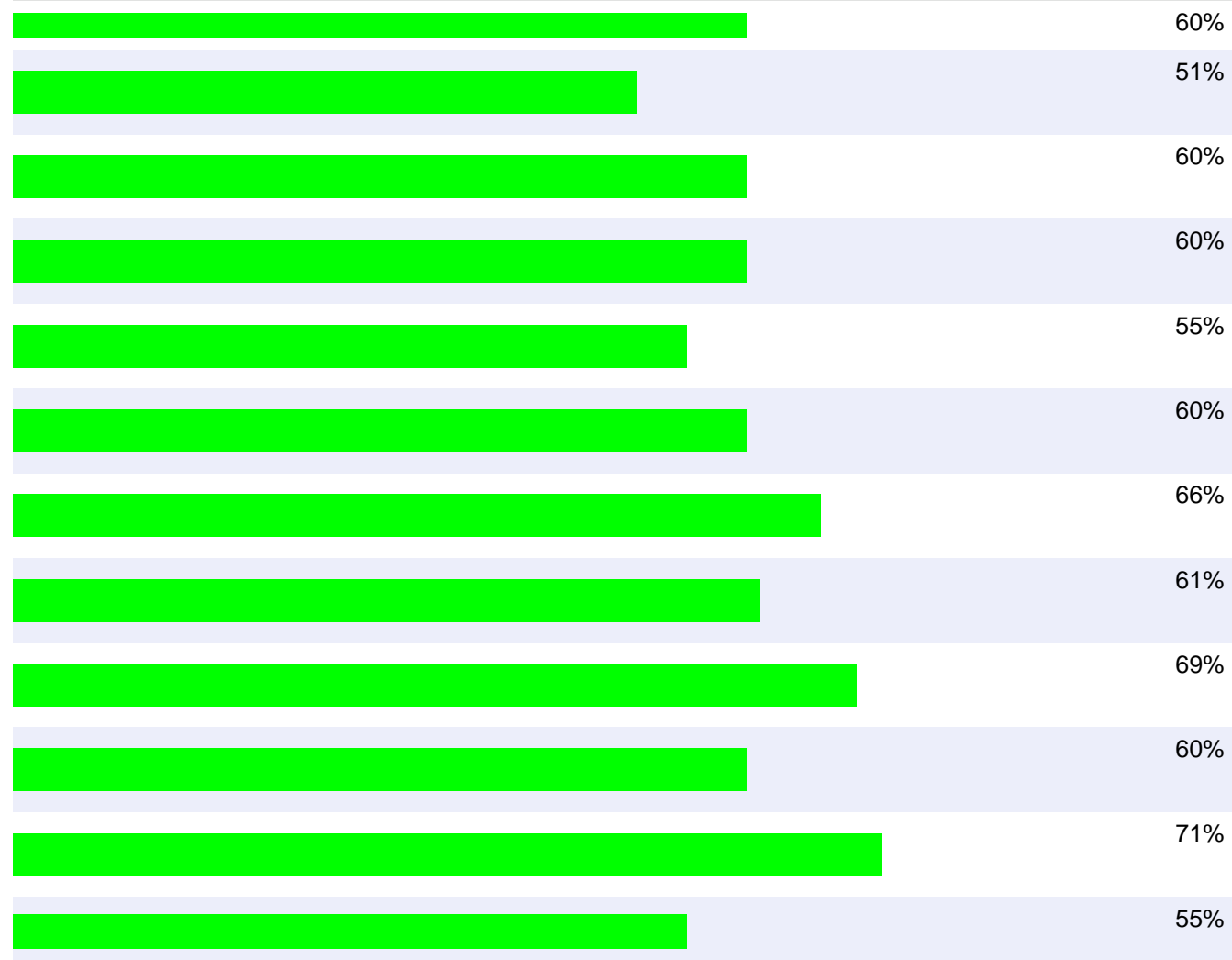
Based on Survey of Patients' Hospital Experiences (HCAHPS)



# Hospital survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that staff "Always" explained about medicines before giving it to them.

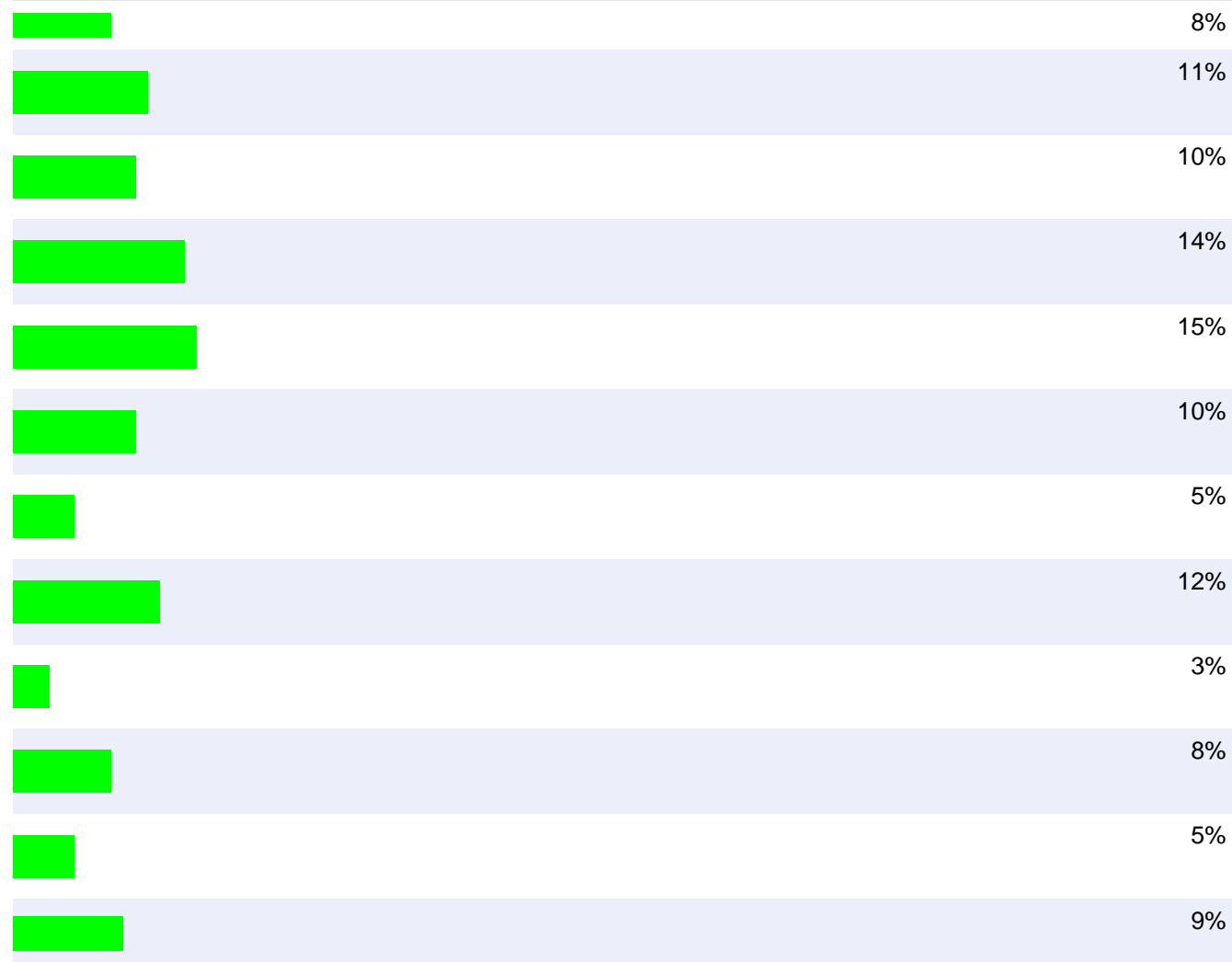




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Based on Survey of Patients' Hospital Experiences (HCAHPS)

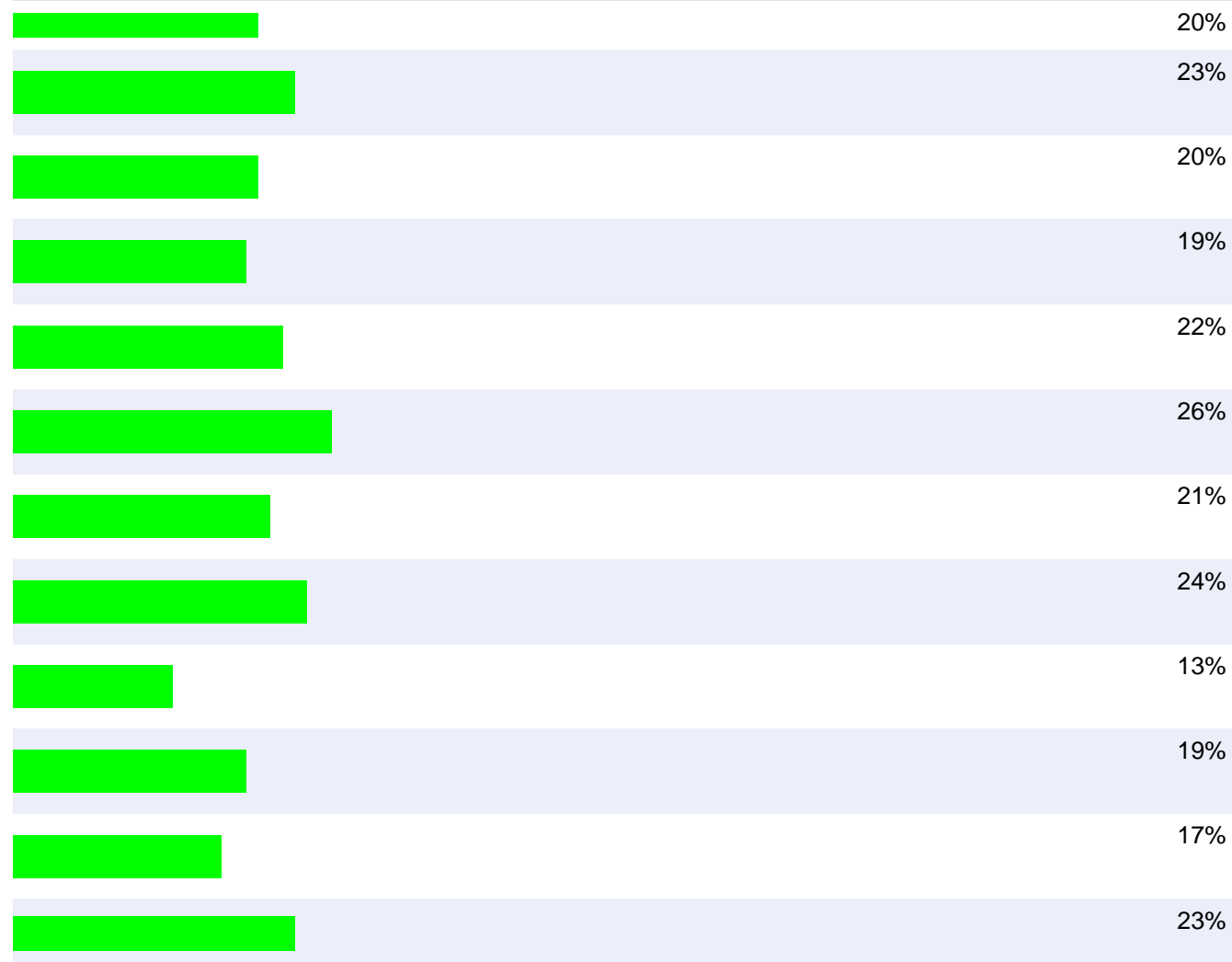
Percent of patients who reported that their room and bathroom were "Sometimes" or "Never" clean.



# Hospital survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their room and bathroom were "Usually" clean.



# Hospital survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)

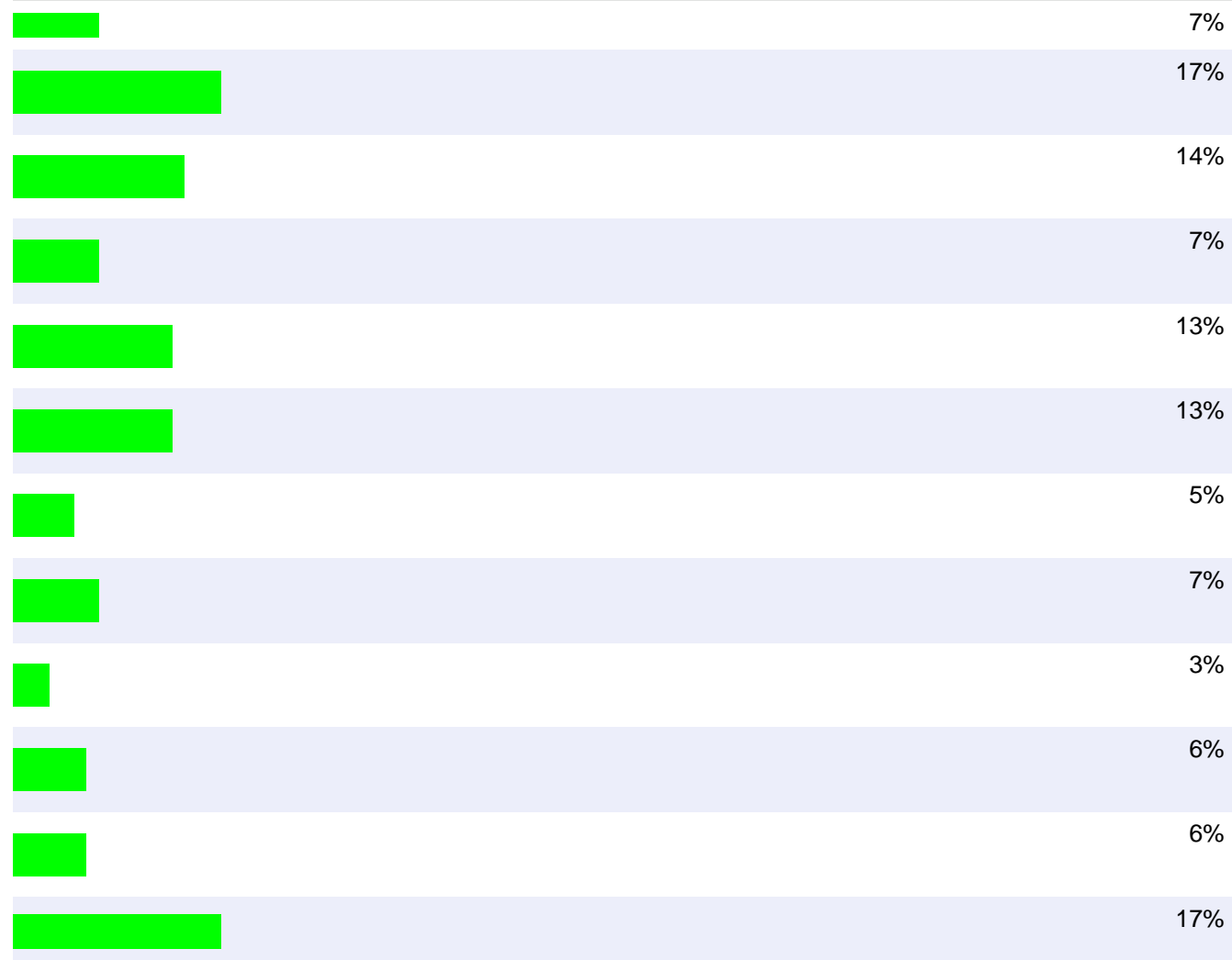
Percent of patients who reported that their room and bathroom were "Always" clean.



# Hospital survey

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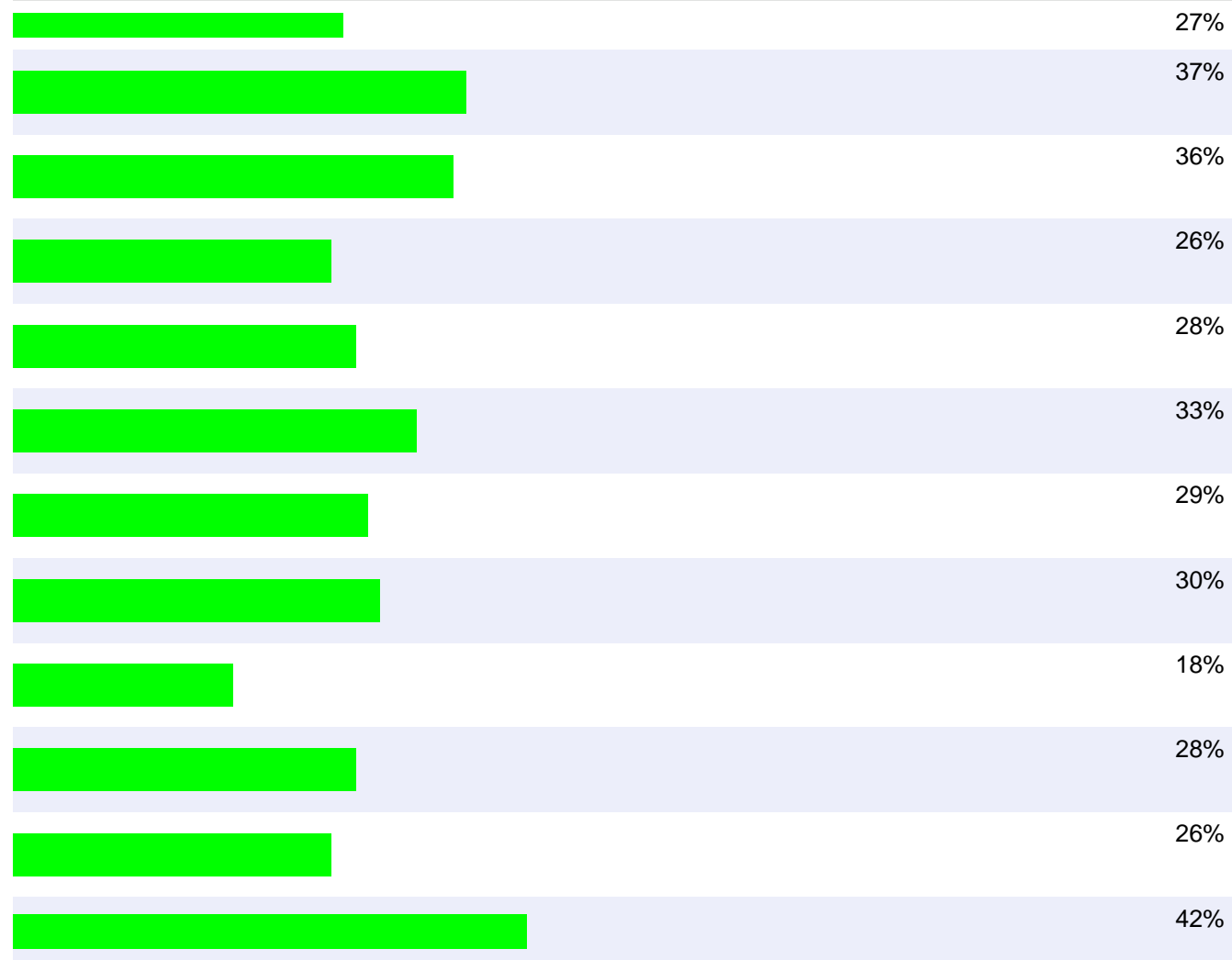
Percent of patients who reported that the area around their room was "Sometimes" or "Never" quiet at night.



# Hospital survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that the area around their room was "Usually" quiet at night.



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that the area around their room was "Always" quiet at night.



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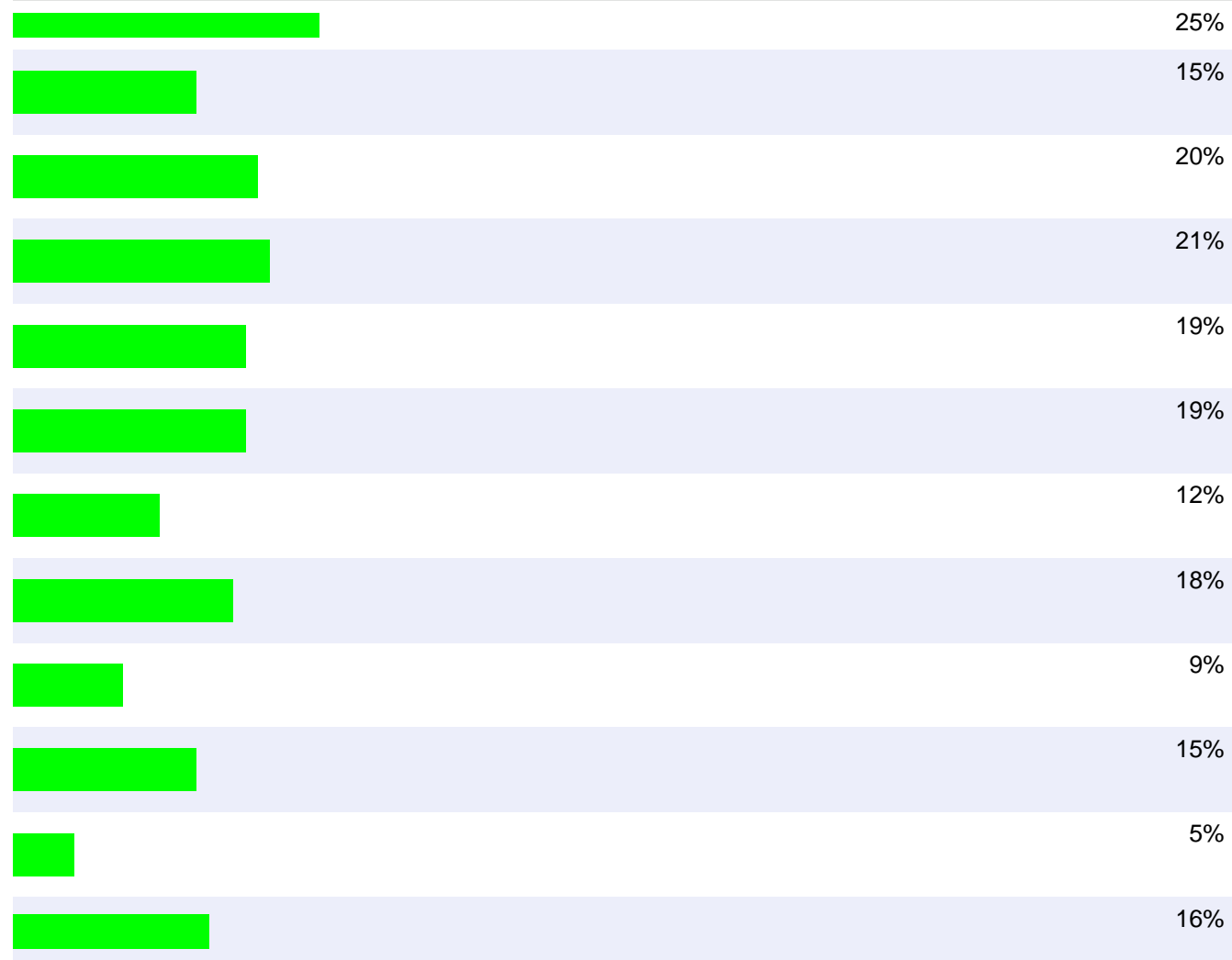
Percent of patients who reported that YES, they were given information about what to do during their recovery at home.



# Hospital survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that they were not given information about what to do during their recovery at home.

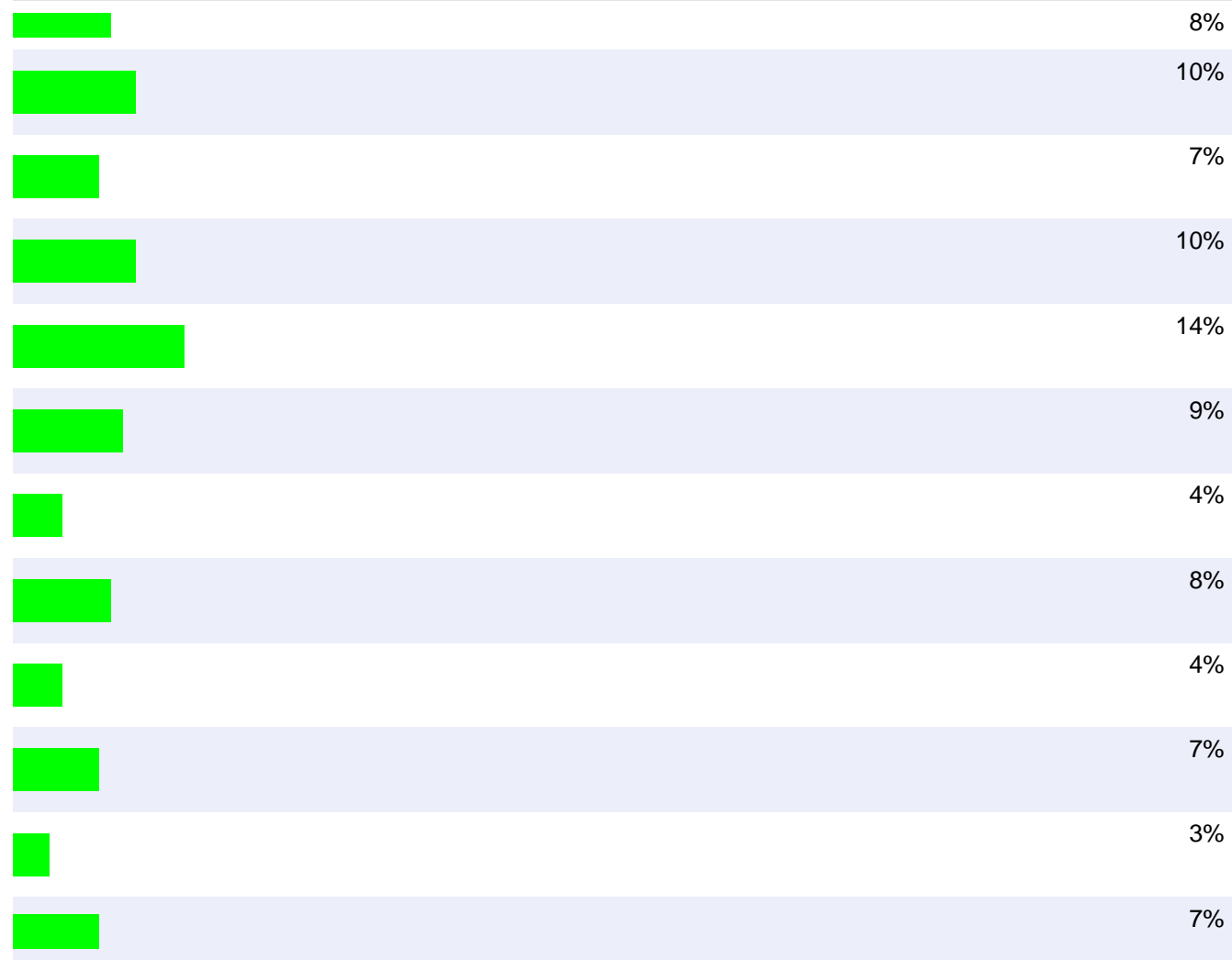




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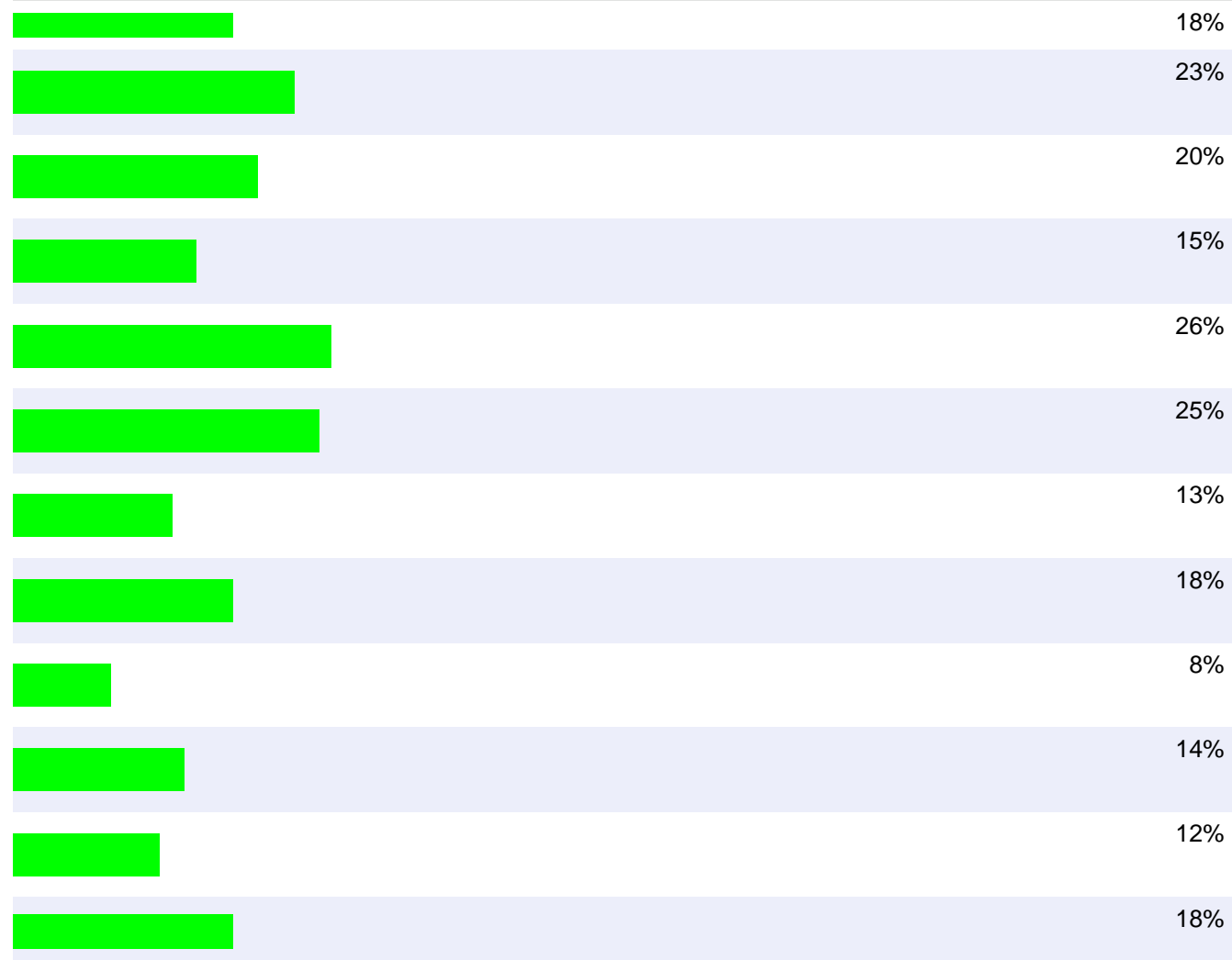
Percent of patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest).



# Hospital survey

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Percent of patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest).



# Hospital survey

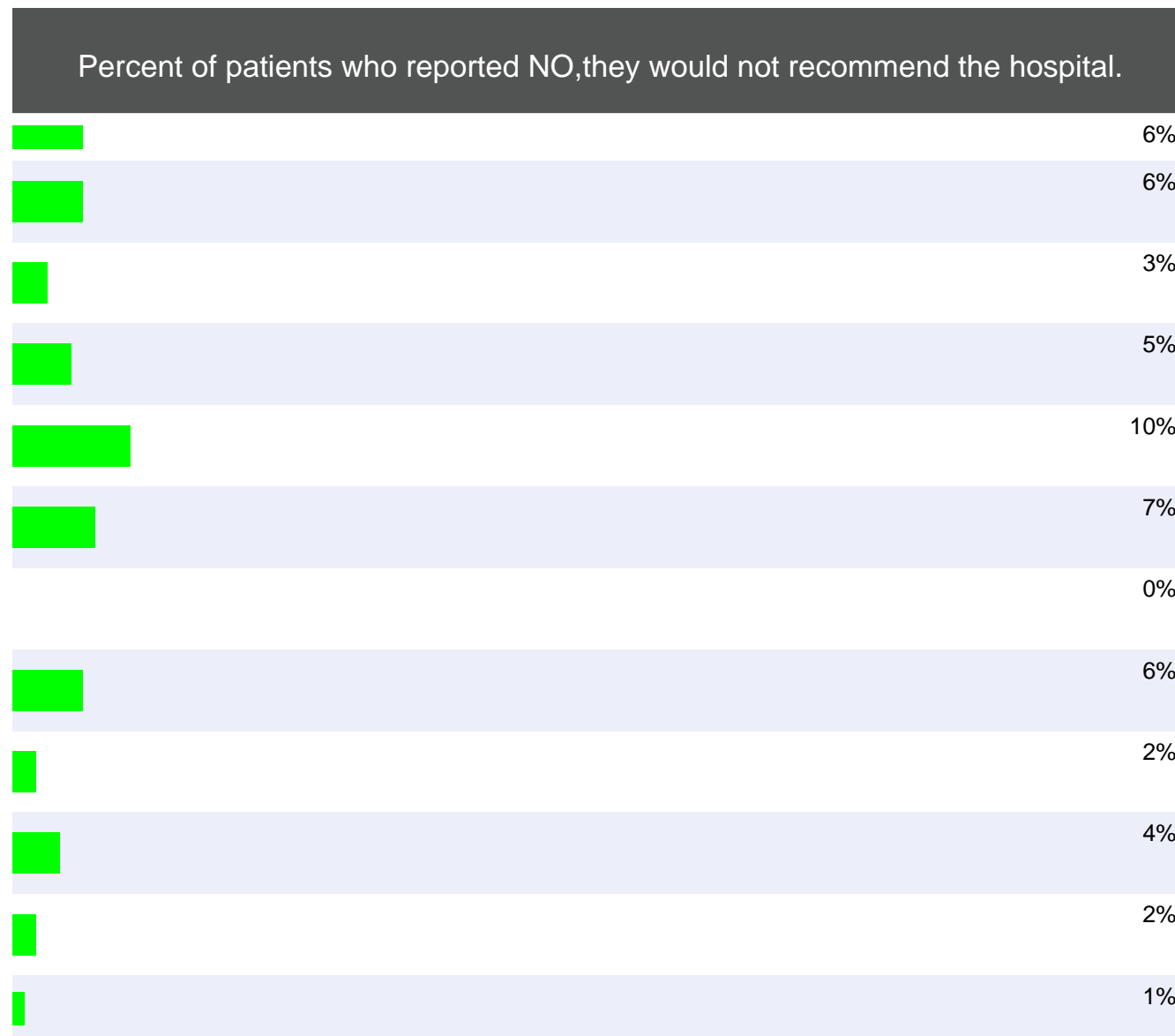
Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest).



# Hospital survey

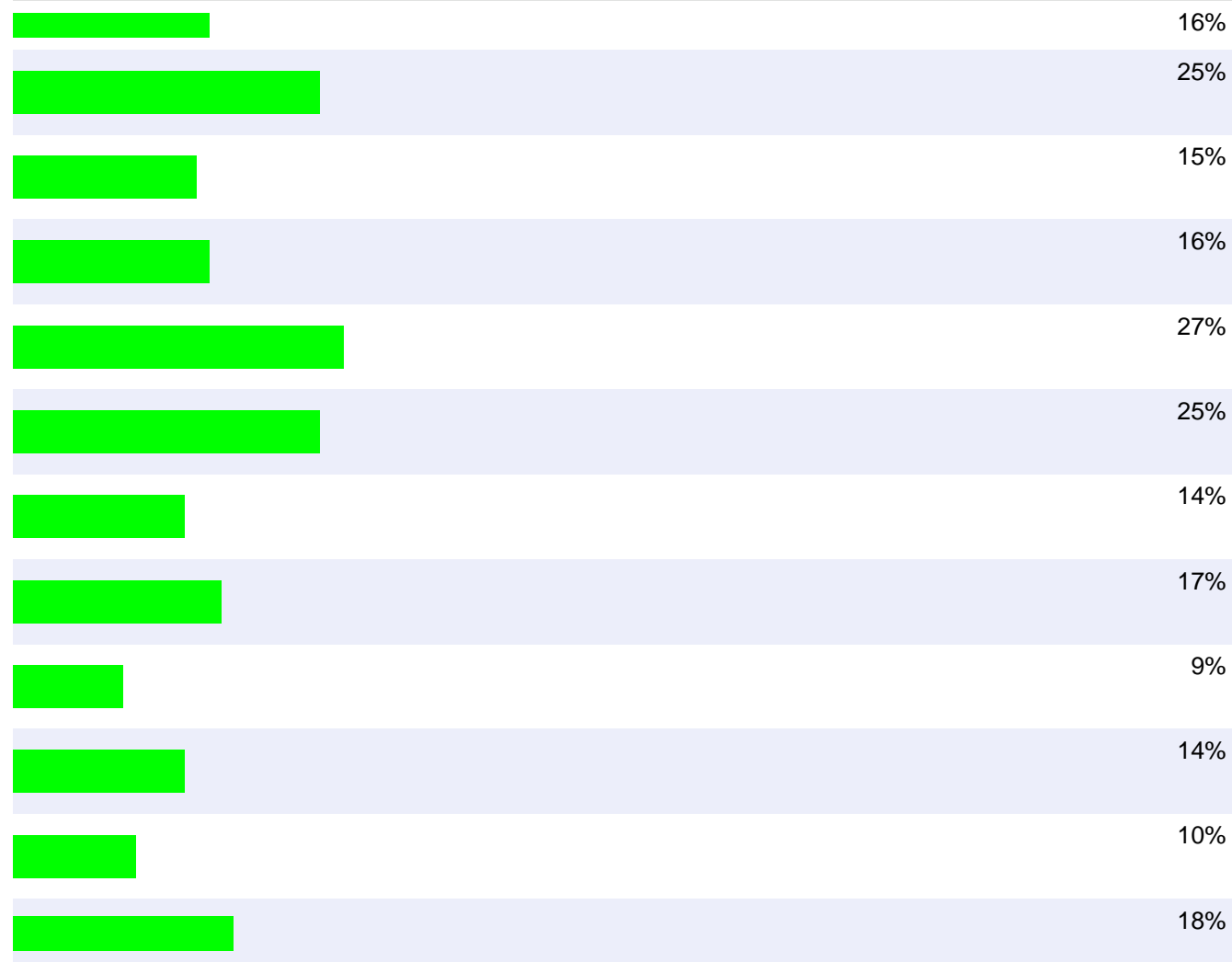
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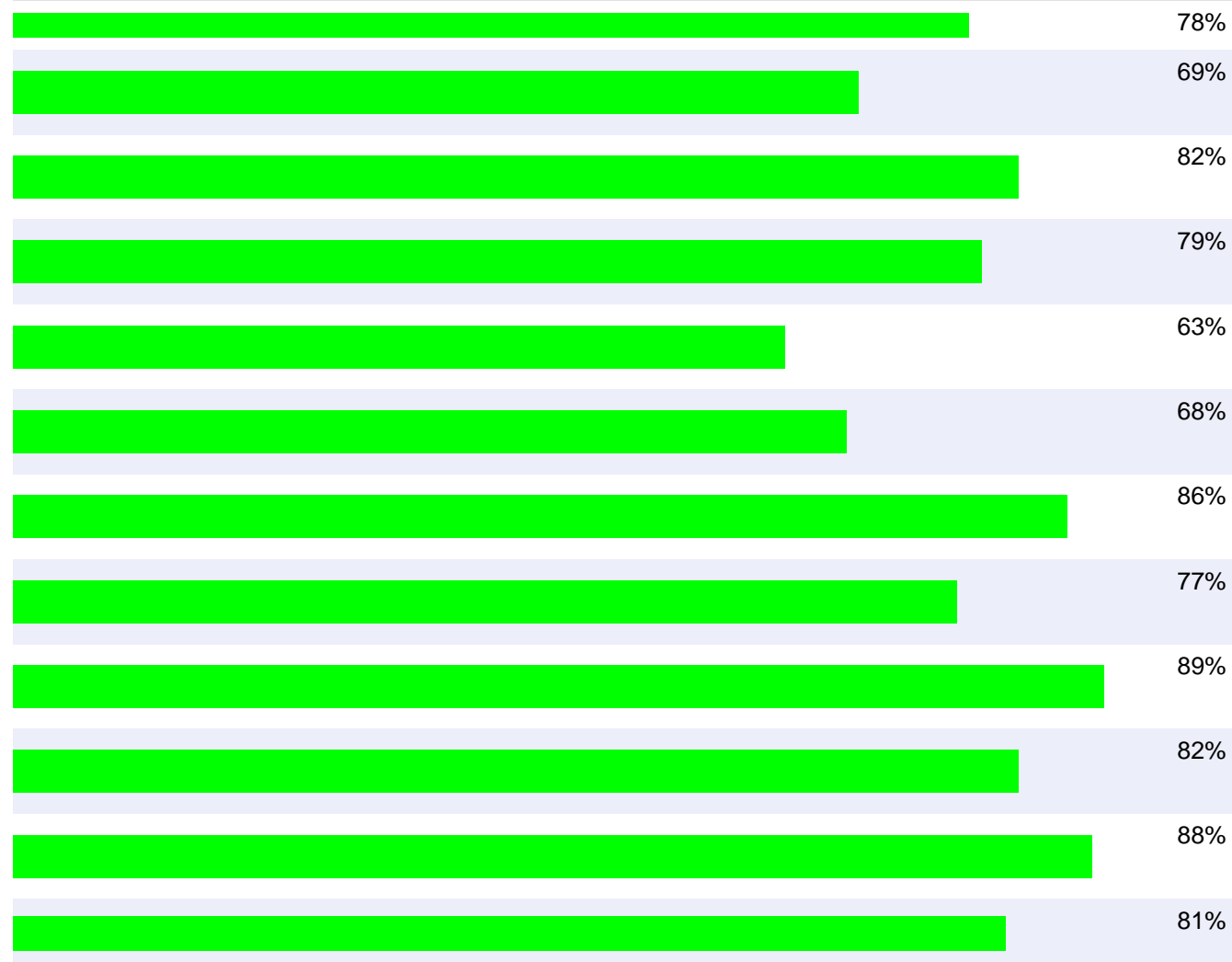
Percent of patients who reported YES,they would probably recommend the hospital.



# Hospital survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported YES, they would definitely recommend the hospital.



# Hospital survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)

## Number of Completed Surveys

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more






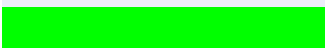





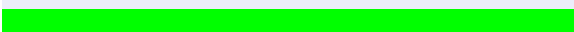
300 or more

300 or more

300 or more

# Hospital survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Survey Response Rate Percent	Survey Footnote
 28%	
 36%	
 40%	
 42%	
 27%	
 30%	
 50%	
 35%	
 60%	
 28%	
 69%	
 53%	



# Hospital survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)

## Hospital Footnote

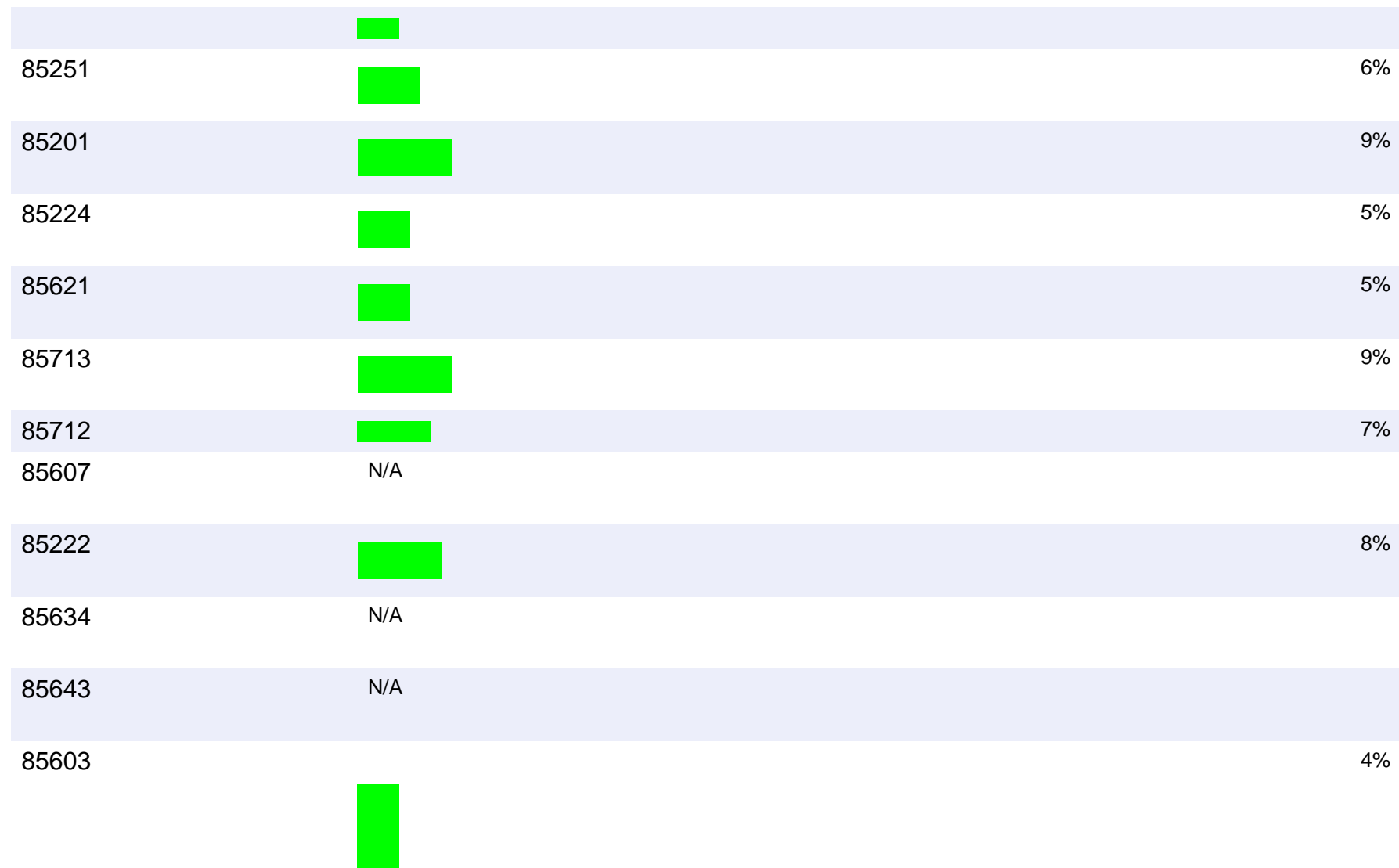
# Hospital survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	AVENUE		
SCOTTSDALE HEALTHCARE- OSBORN MEDICAL CENTER	7400 EAST OSBORN ROAD	SCOTTSDALE	AZ
ARIZONA REGIONAL MEDICAL CENTER	515 NORTH MESA DRIVE	MESA	AZ
CHANDLER REGIONAL MEDICAL CENTER	475 SOUTH DOBSON ROAD	CHANDLER	AZ
CARONDELET HOLY CROSS HOSPITAL	1171 WEST TARGET RANGE ROAD	NOGALES	AZ
UNIVERSITY PHYSICIANS HEALTHCARE HOSPITAL AT KINO	2800 EAST AJO WAY	TUCSON	AZ
TUCSON MEDICAL CENTER	5301 EAST GRANT ROAD	TUCSON	AZ
SOUTHEAST ARIZONA MEDICAL CENTER	2174 WEST OAK AVENUE	DOUGLAS	AZ
CASA GRANDE REGIONAL MEDICAL CENTER	1800 EAST FLORENCE BOULEVARD	CASA GRANDE	AZ
SELLS INDIAN HEALTH SERVICE HOSPITAL	PO BOX 548	SELLS	AZ
NORTHERN COCHISE COMMUNITY HOSPITAL	901 WEST REX ALLEN DRIVE	WILLCOX	AZ
COPPER QUEEN COMMUNITY HOSPITAL	101 COLE AVENUE	BISBEE	AZ

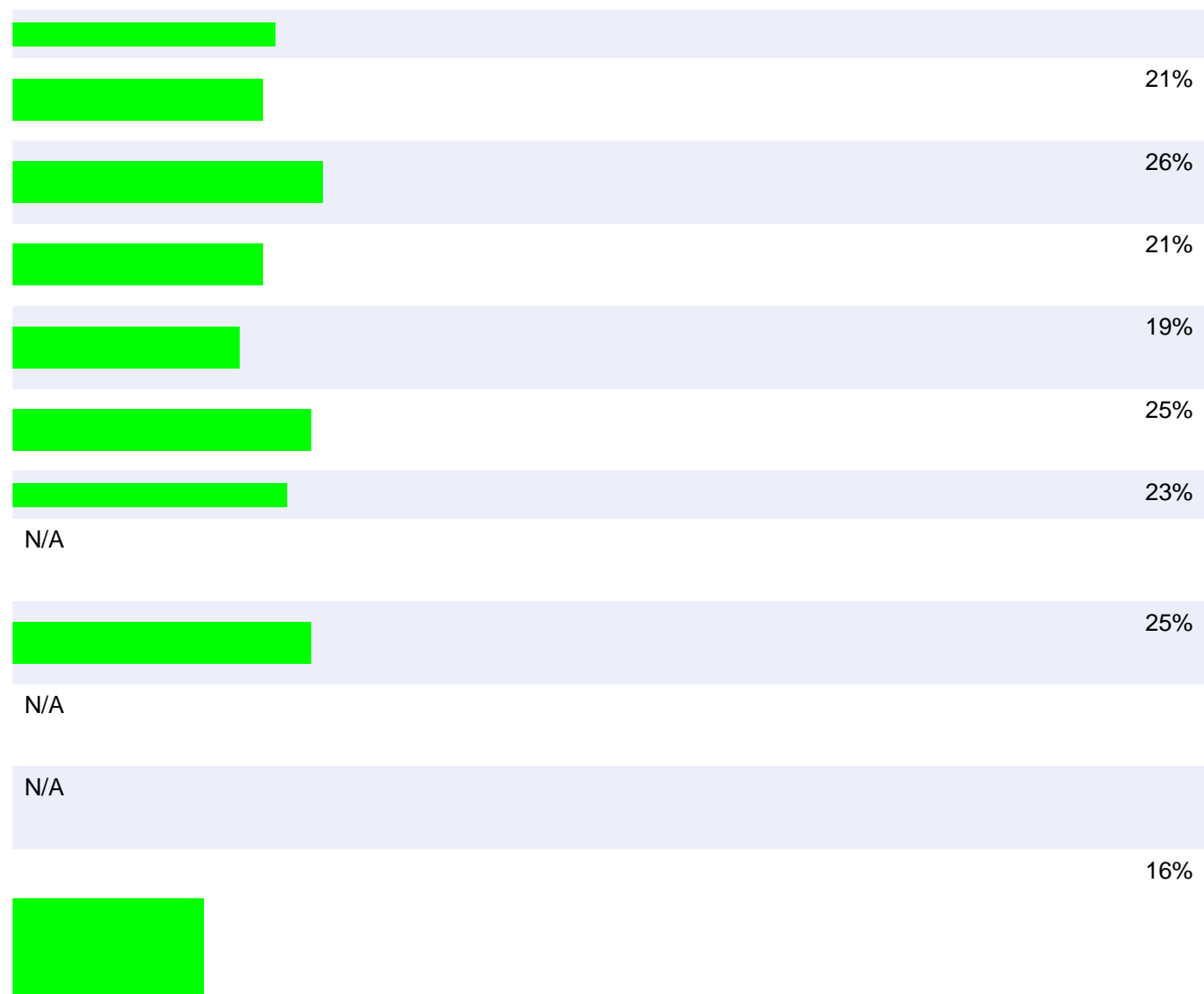
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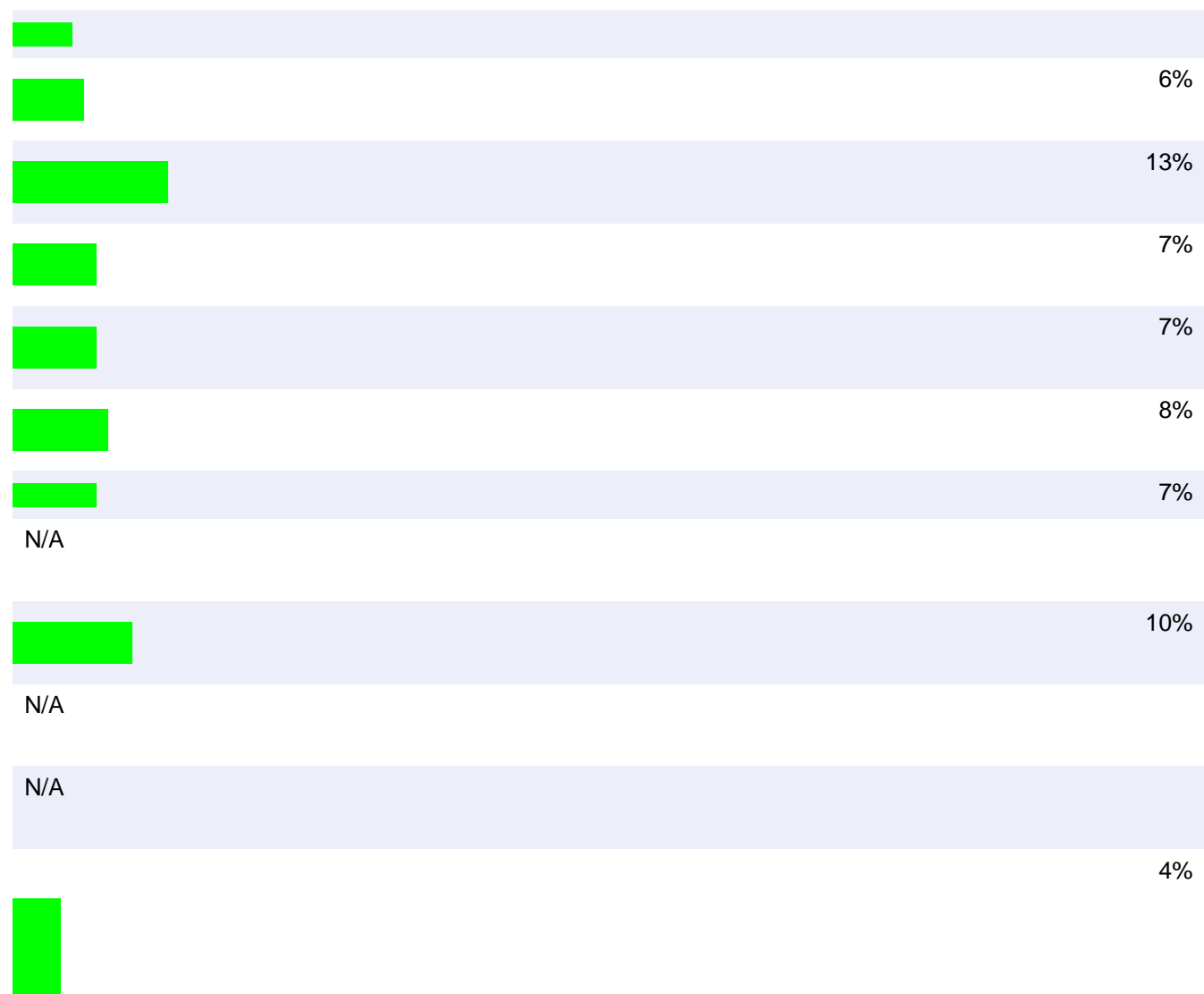
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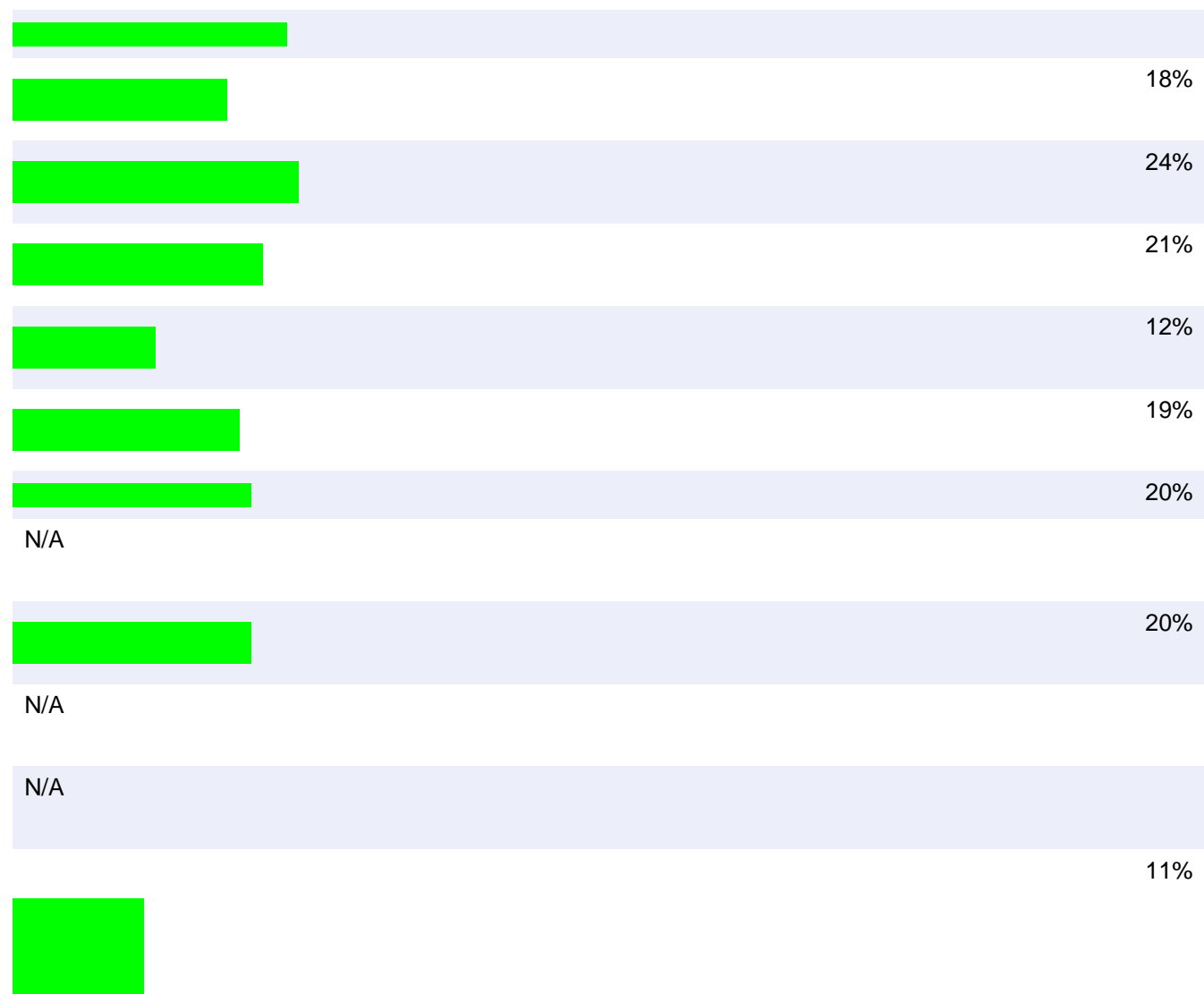
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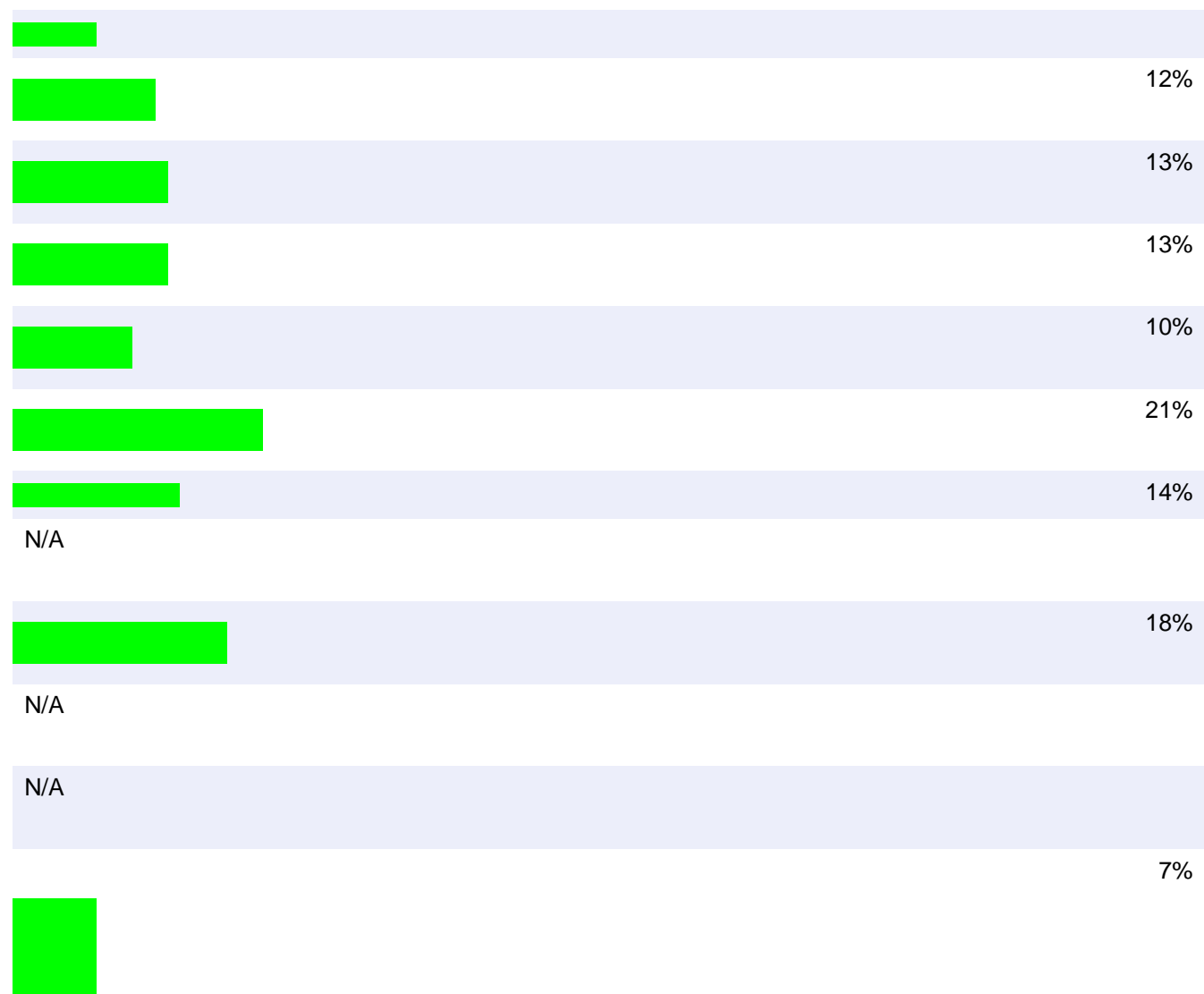
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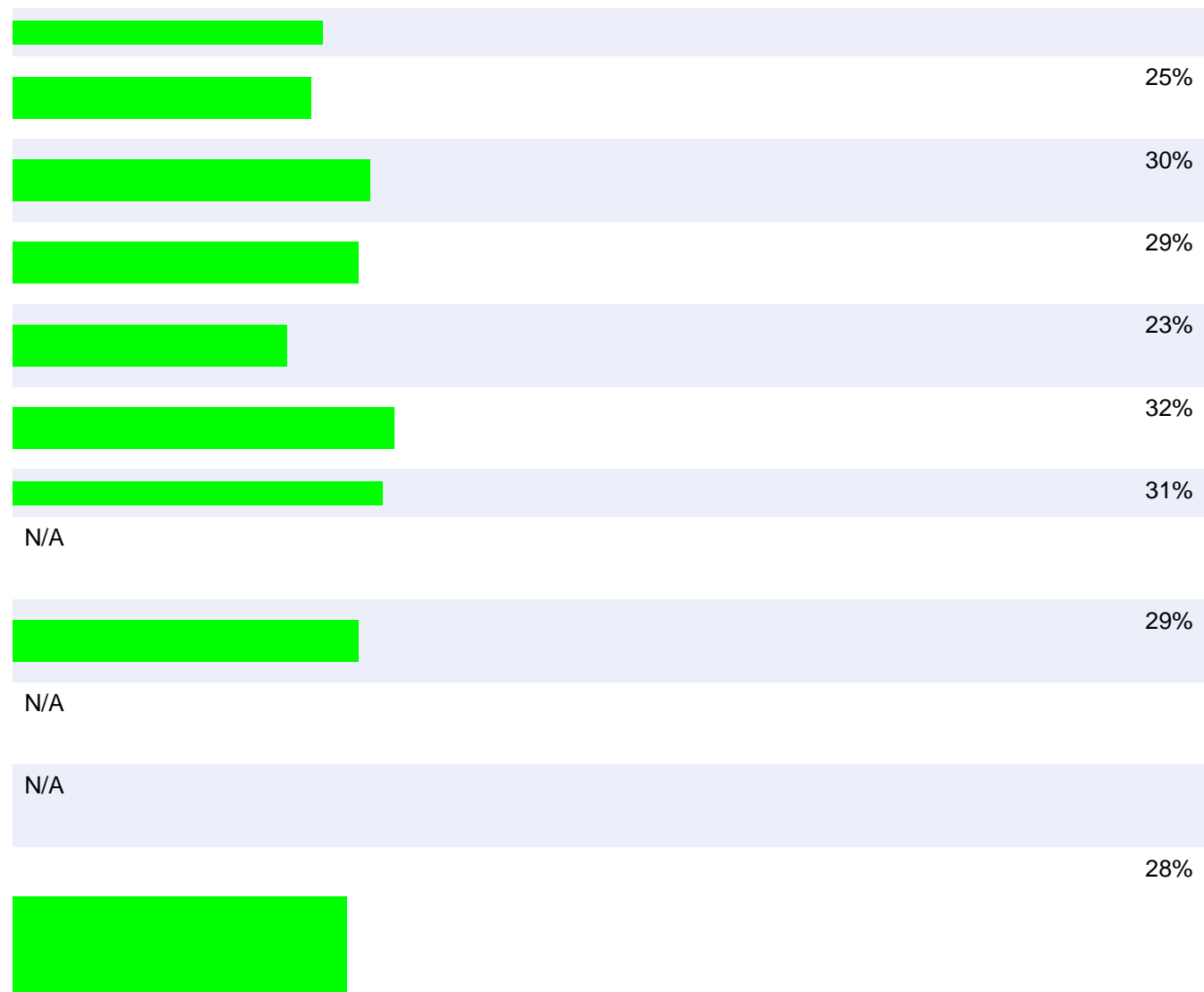
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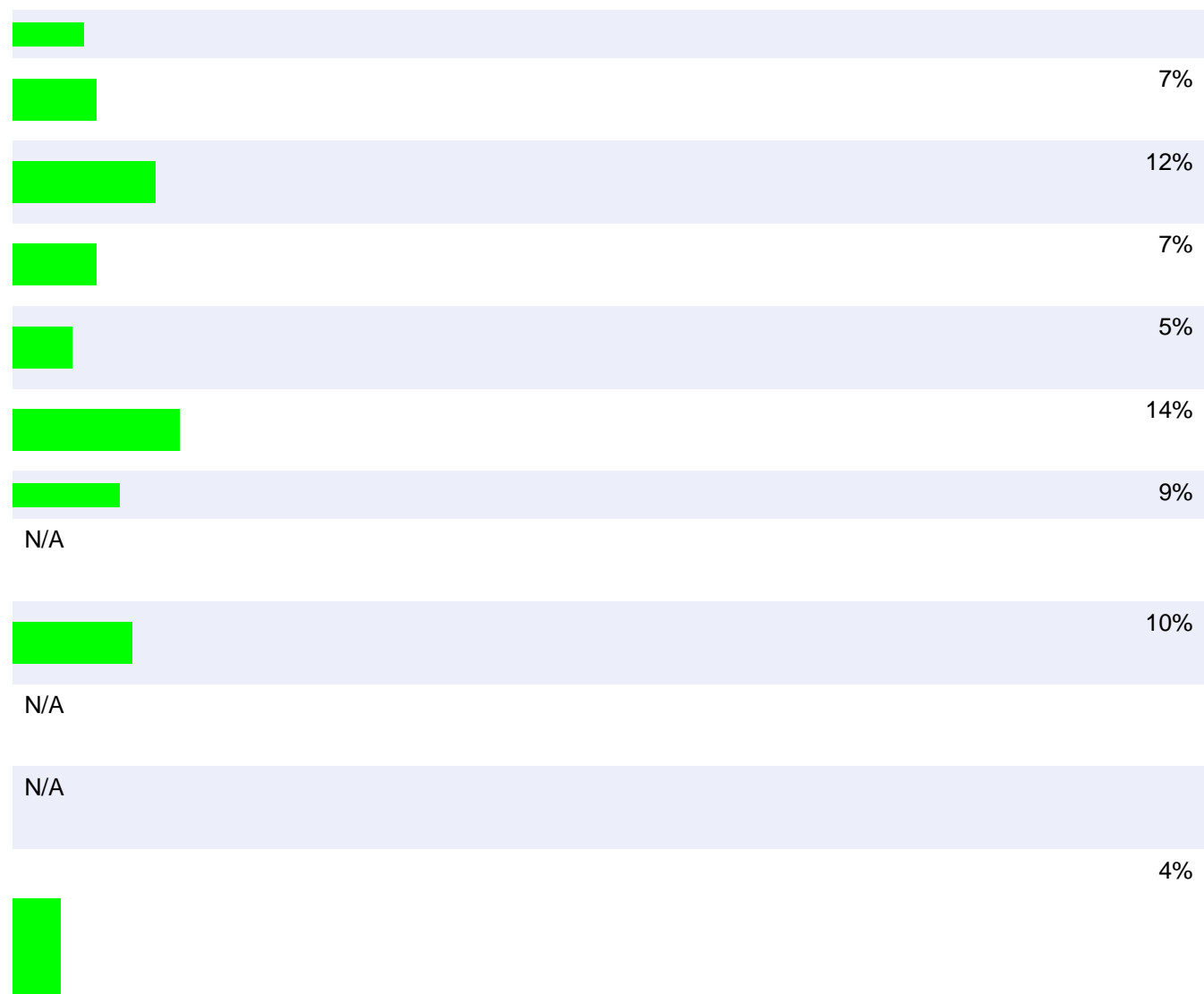
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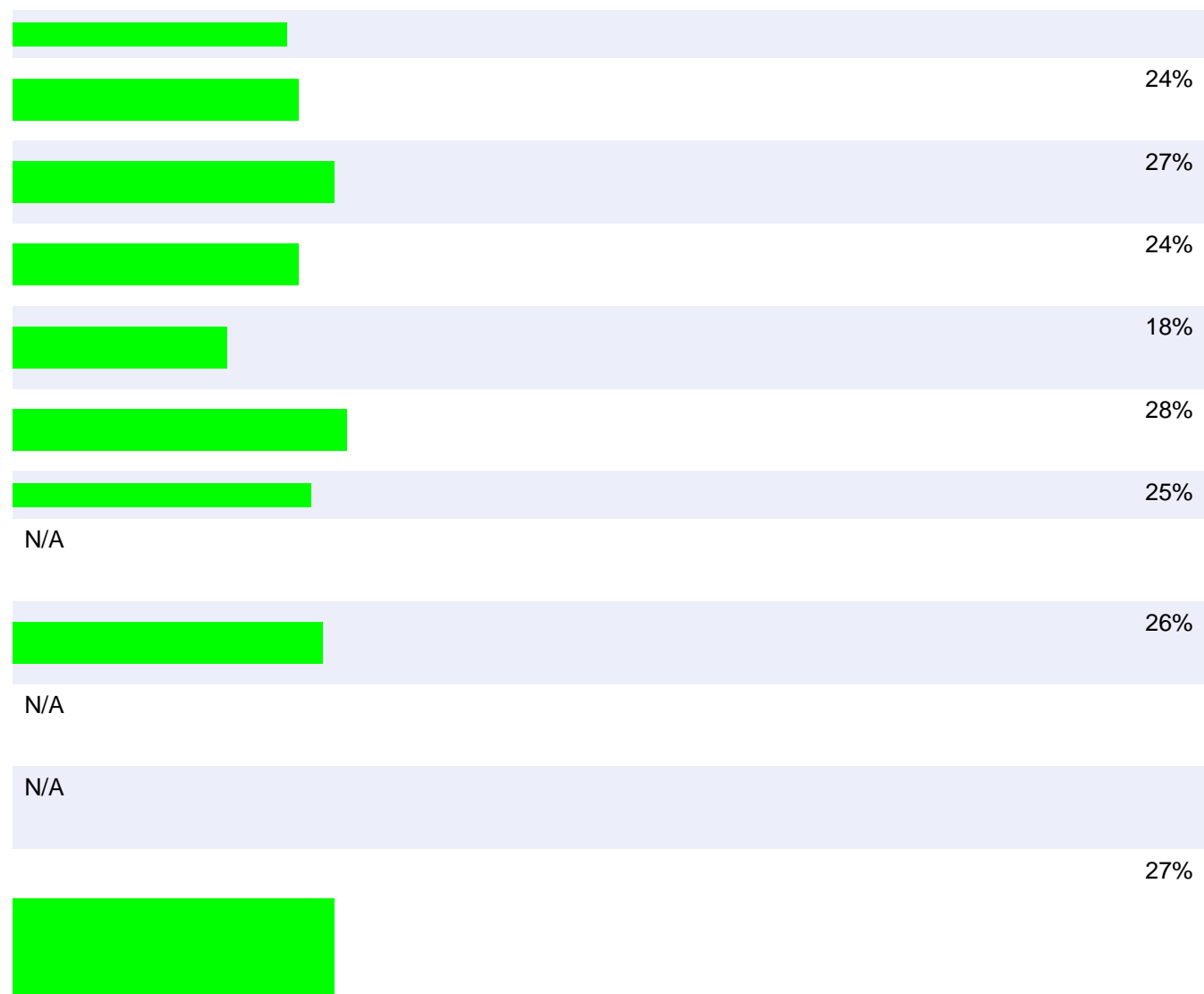
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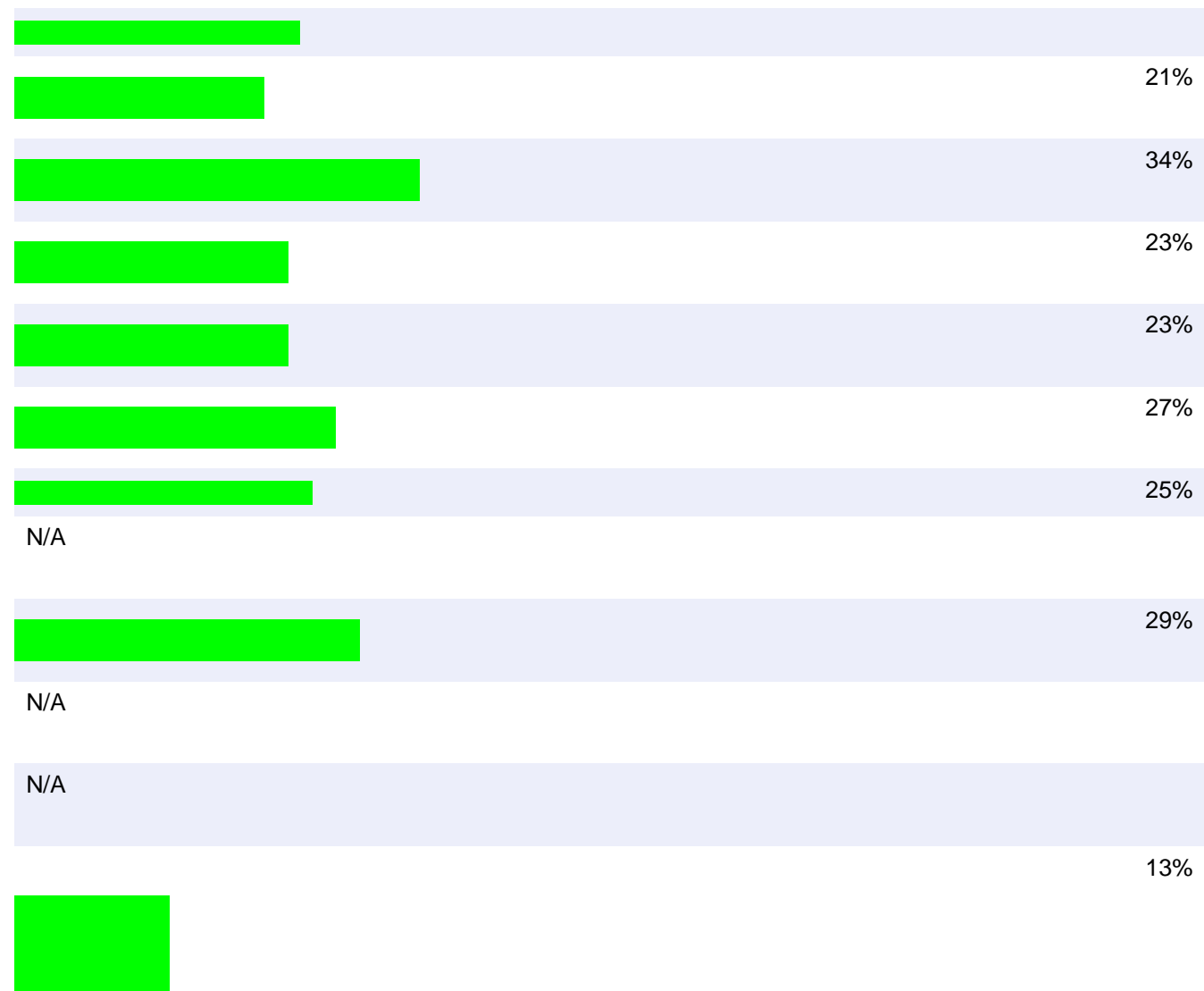
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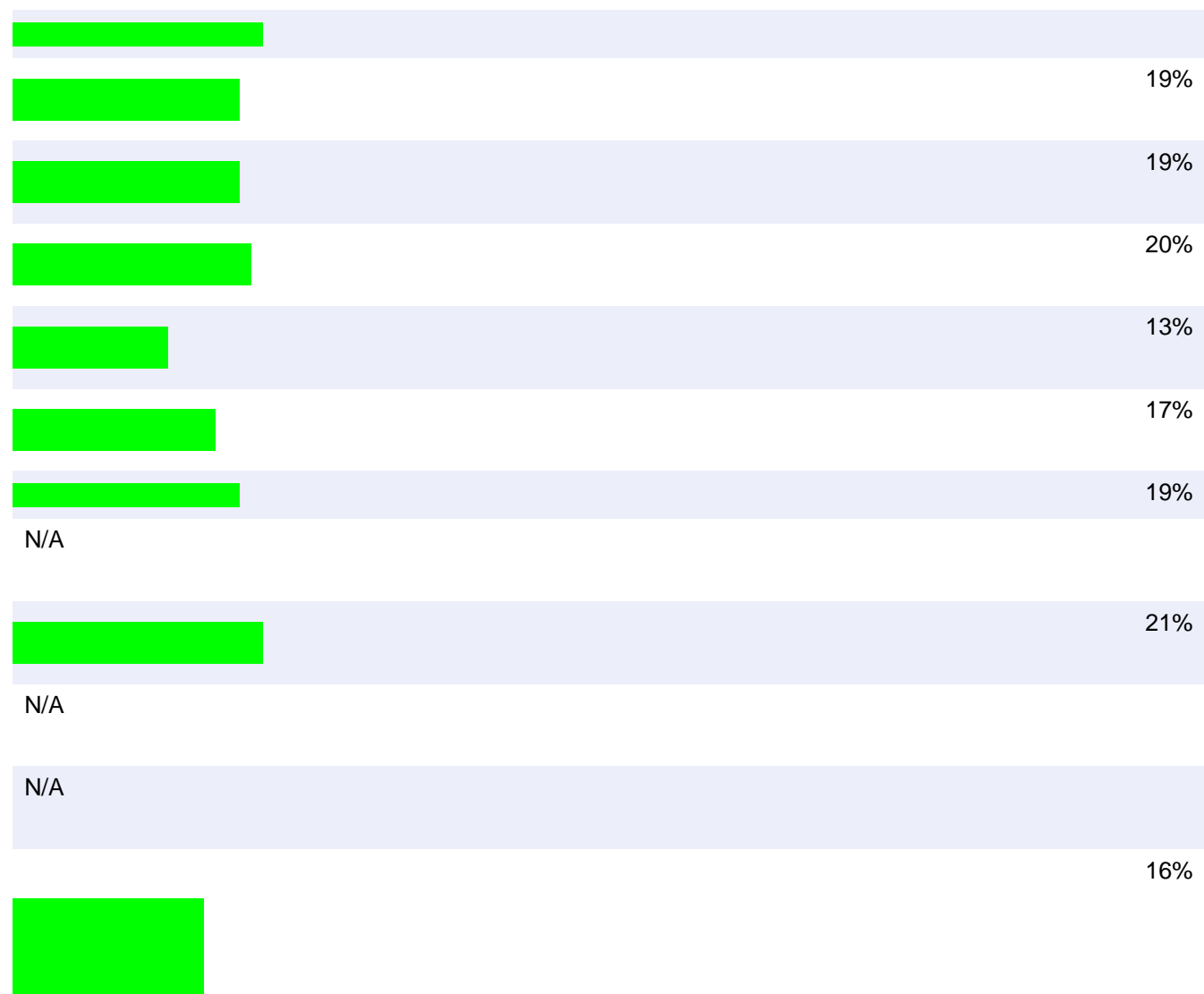
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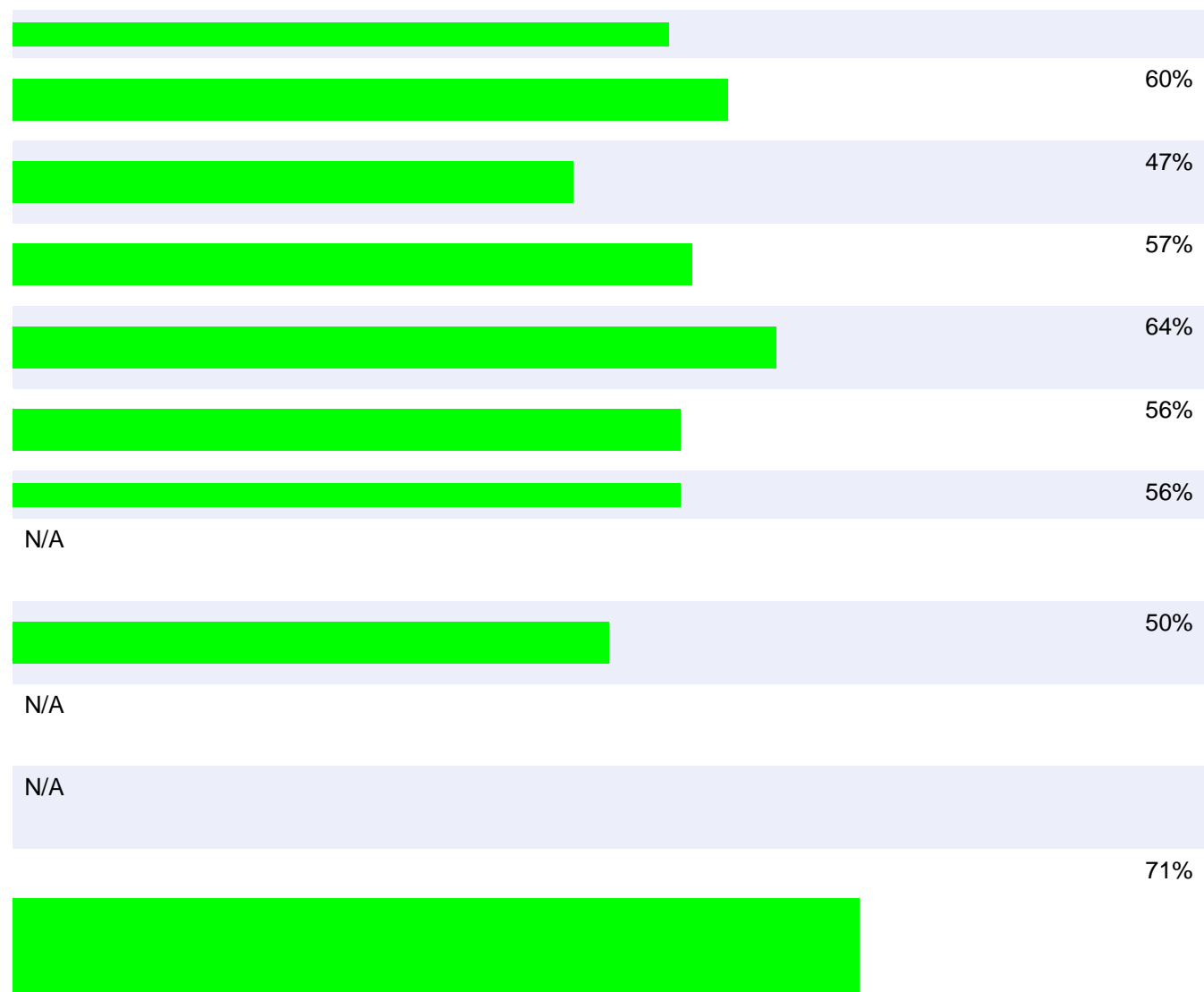
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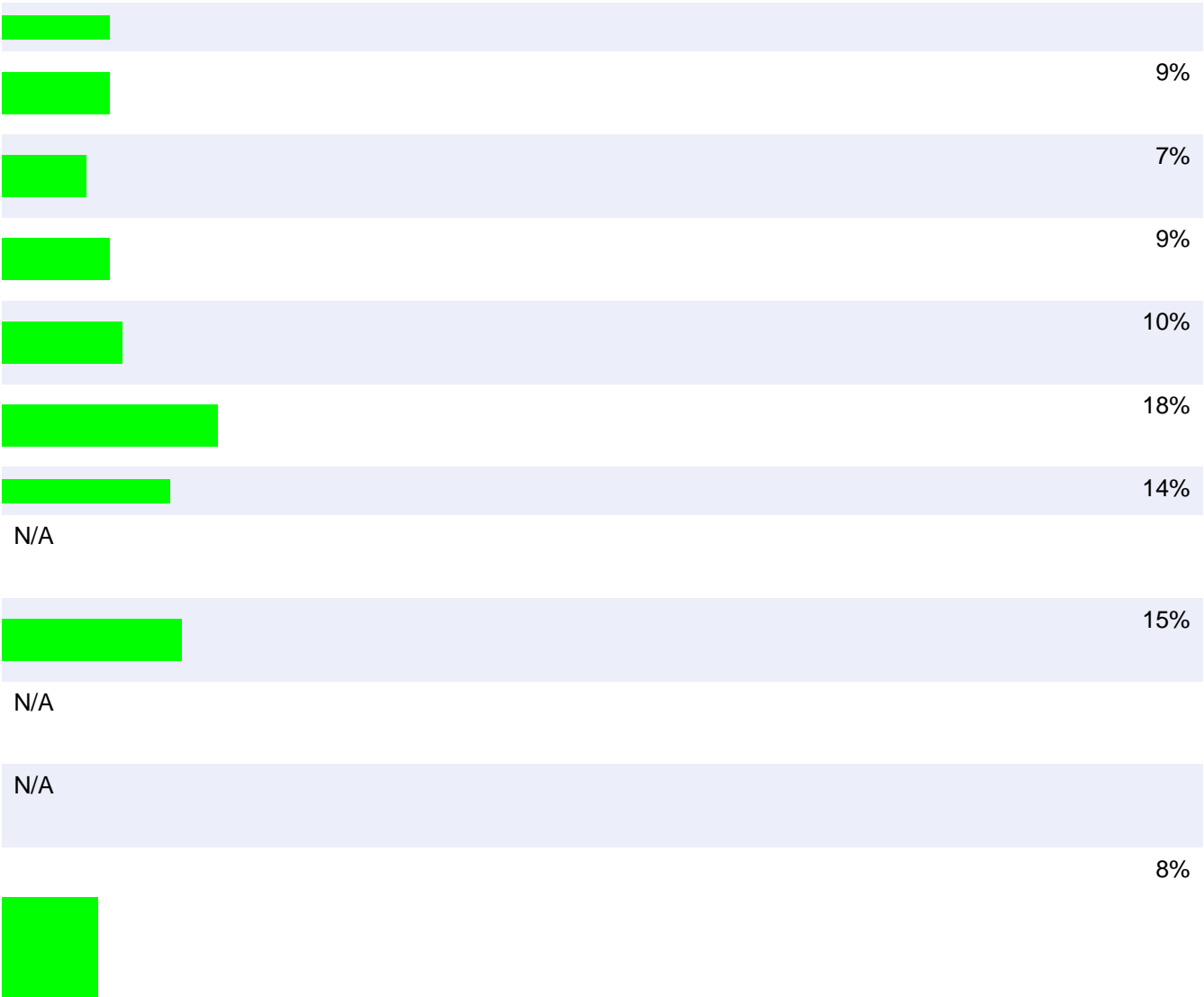
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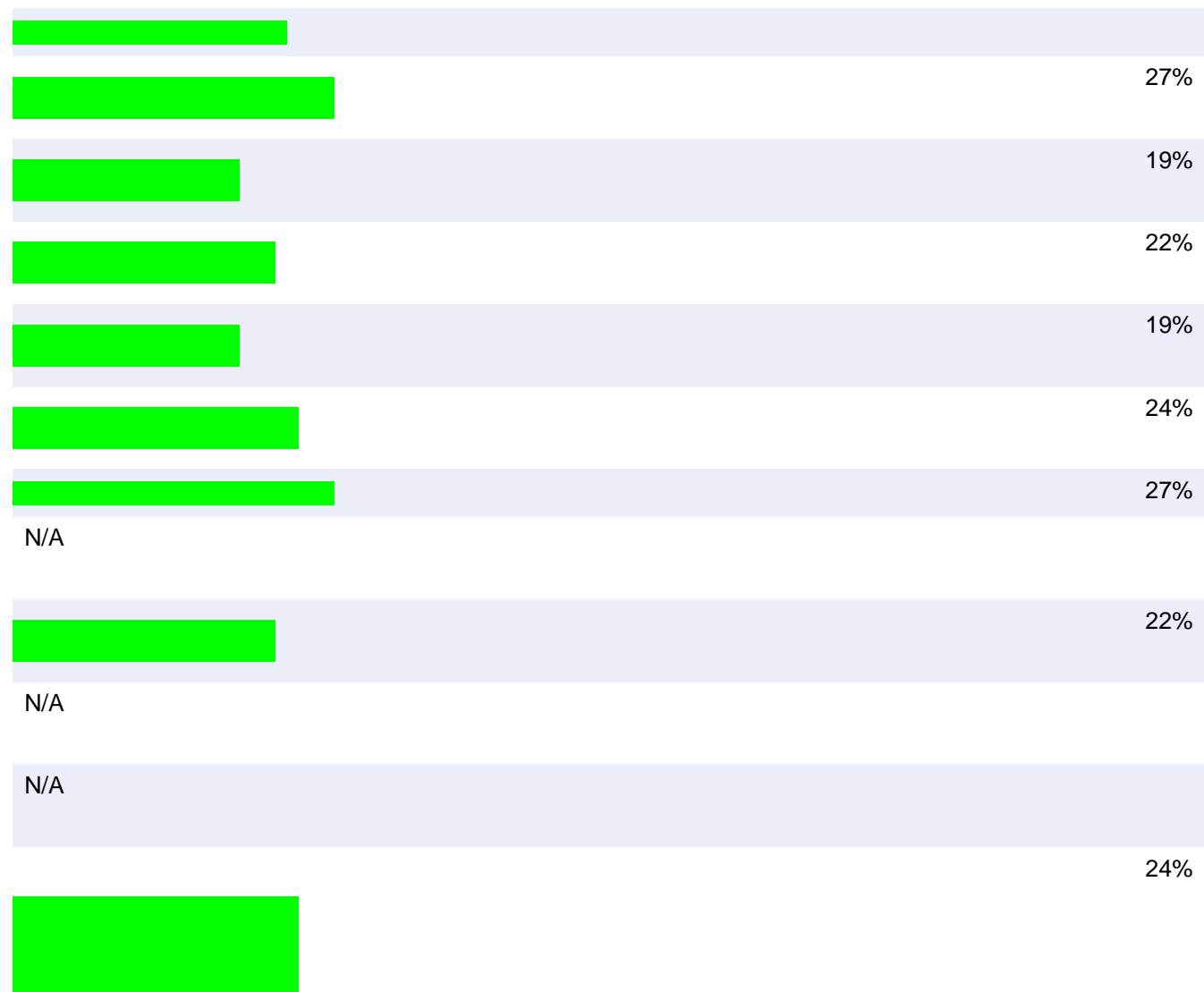
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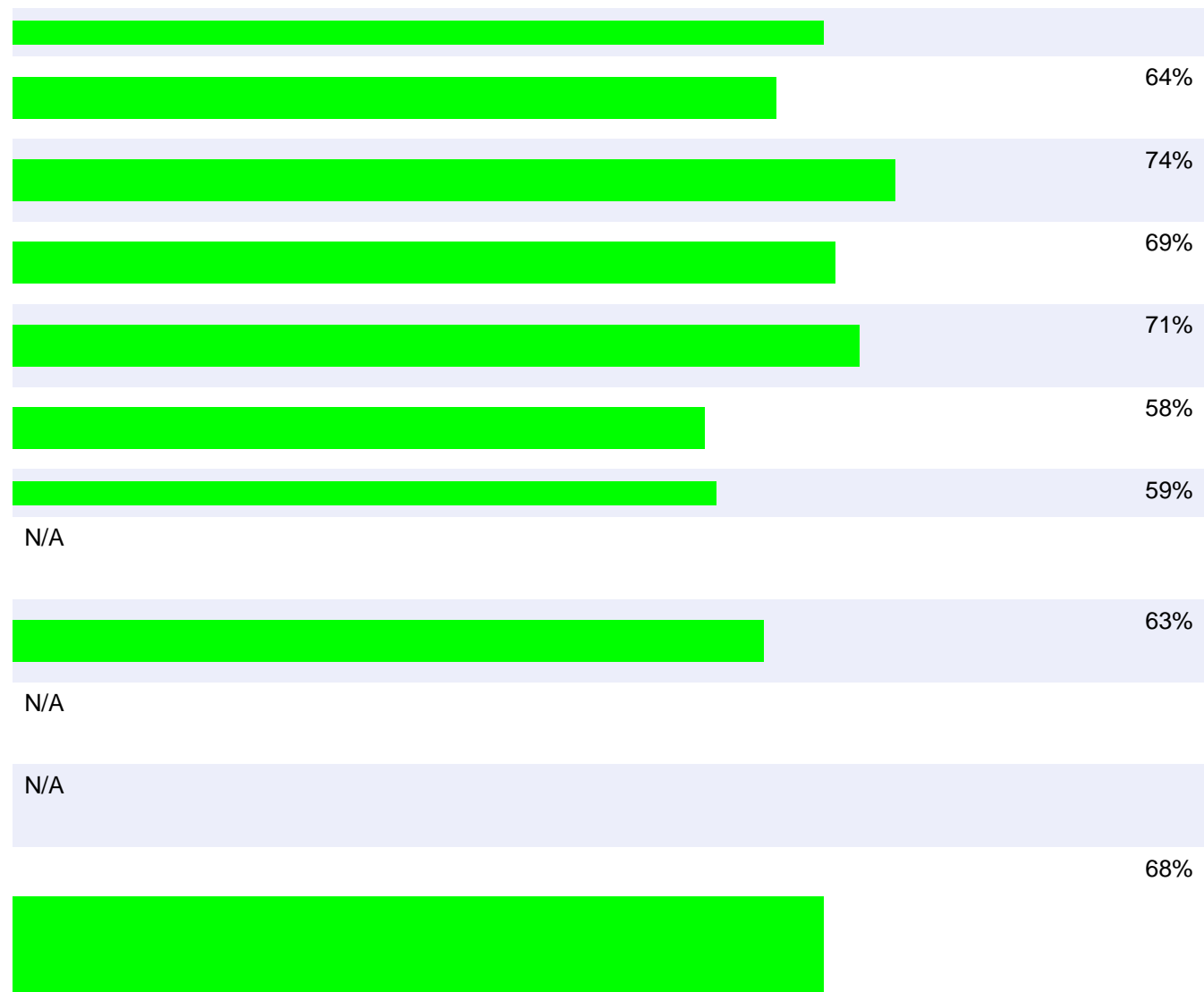
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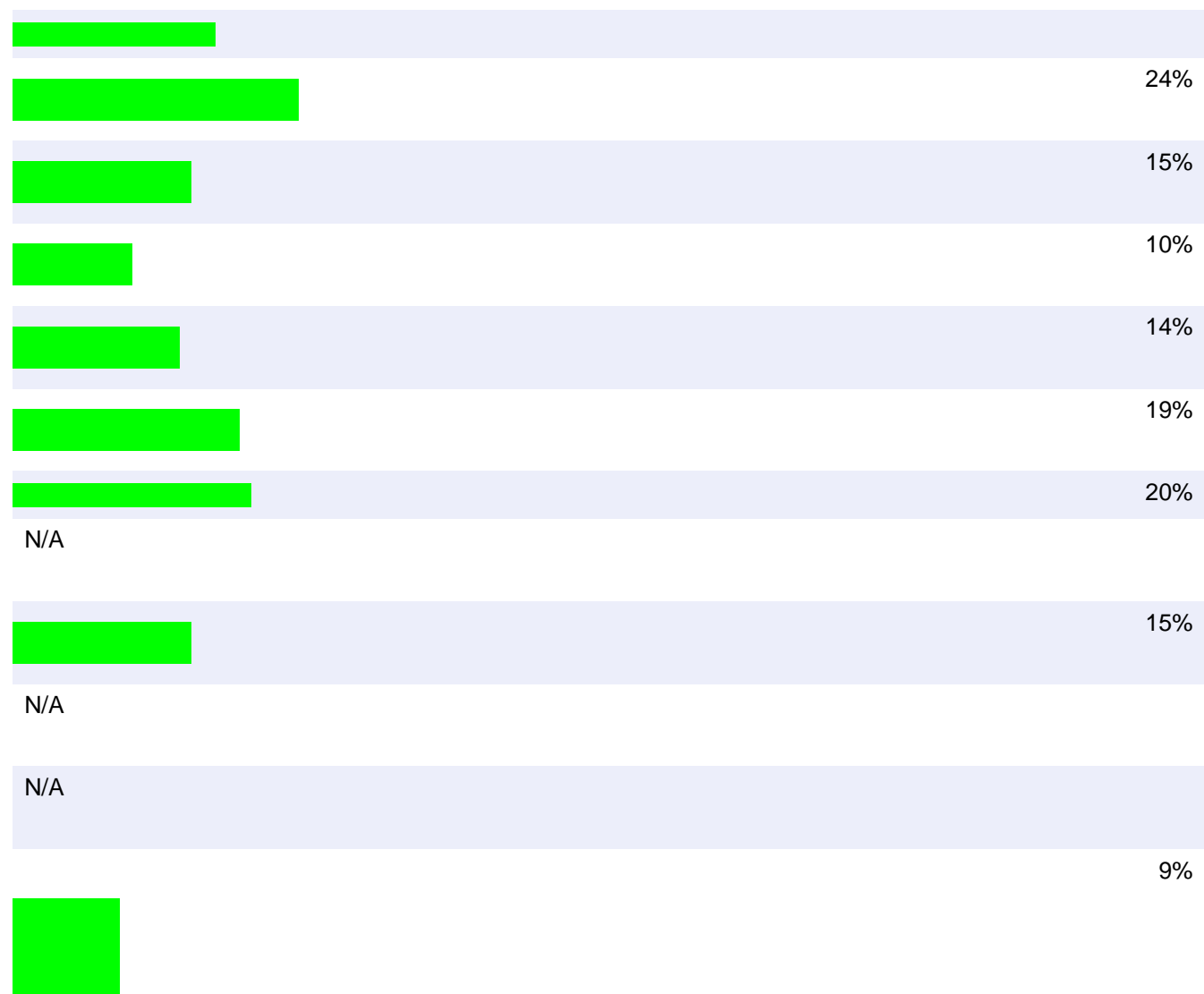
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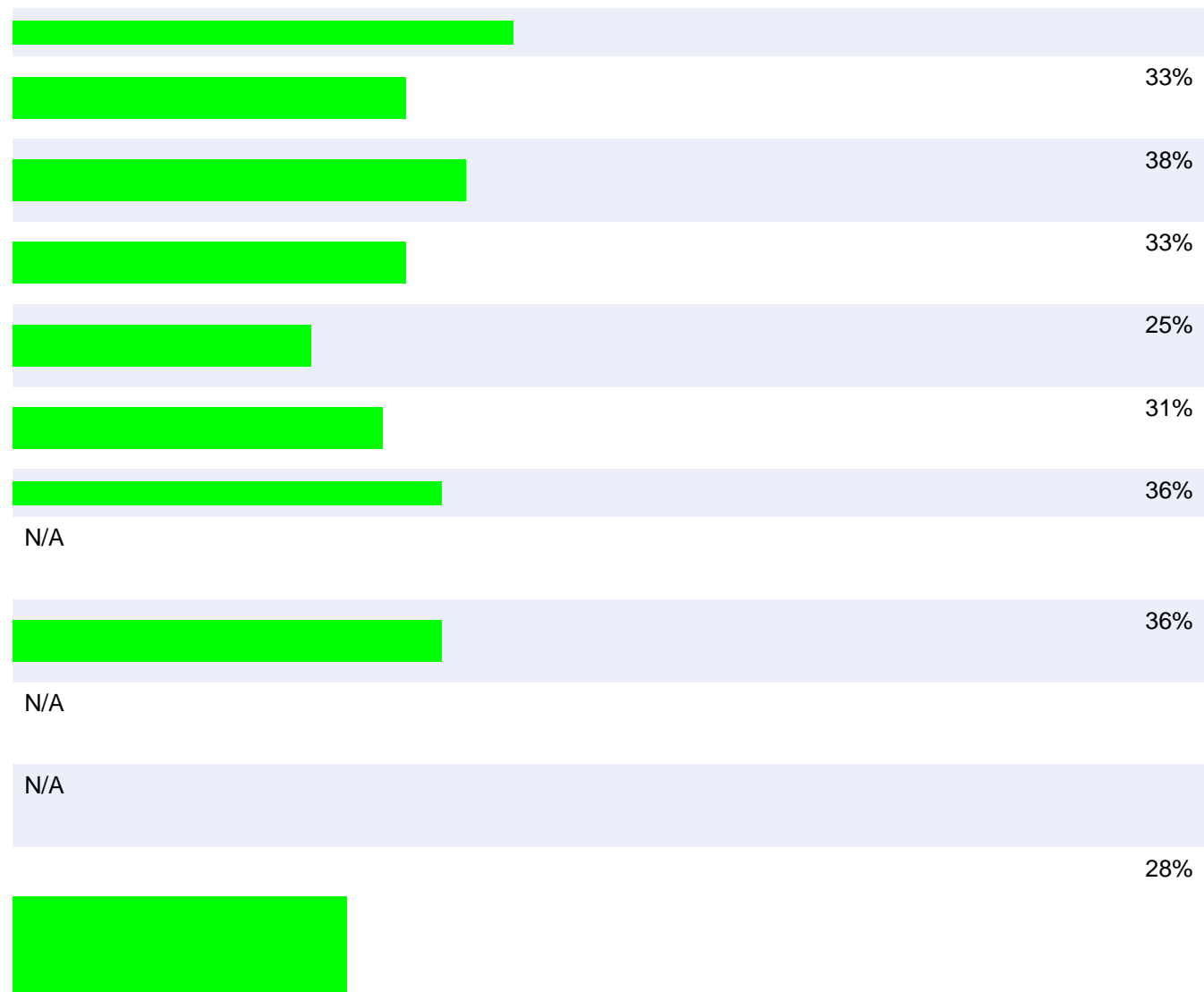
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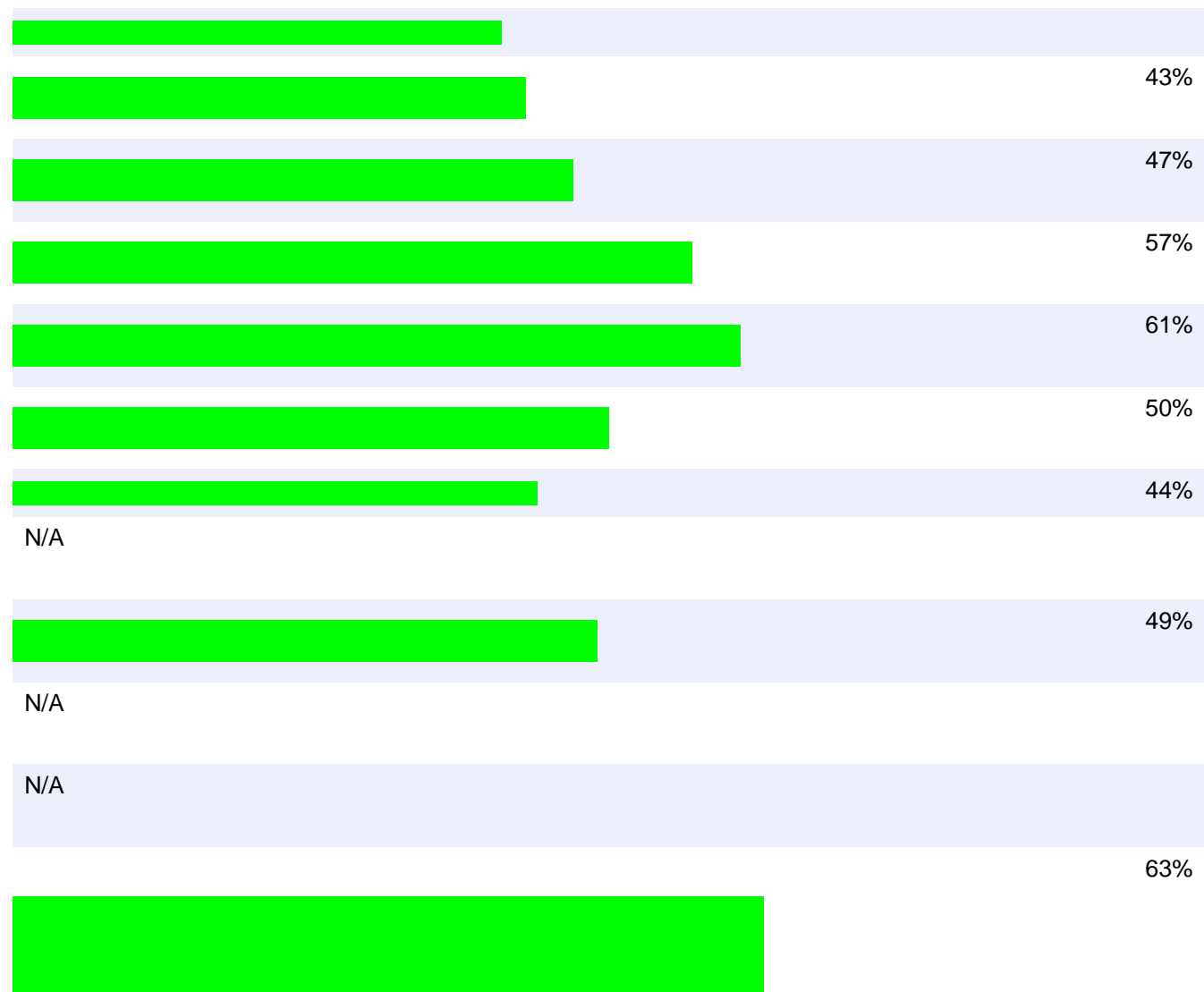
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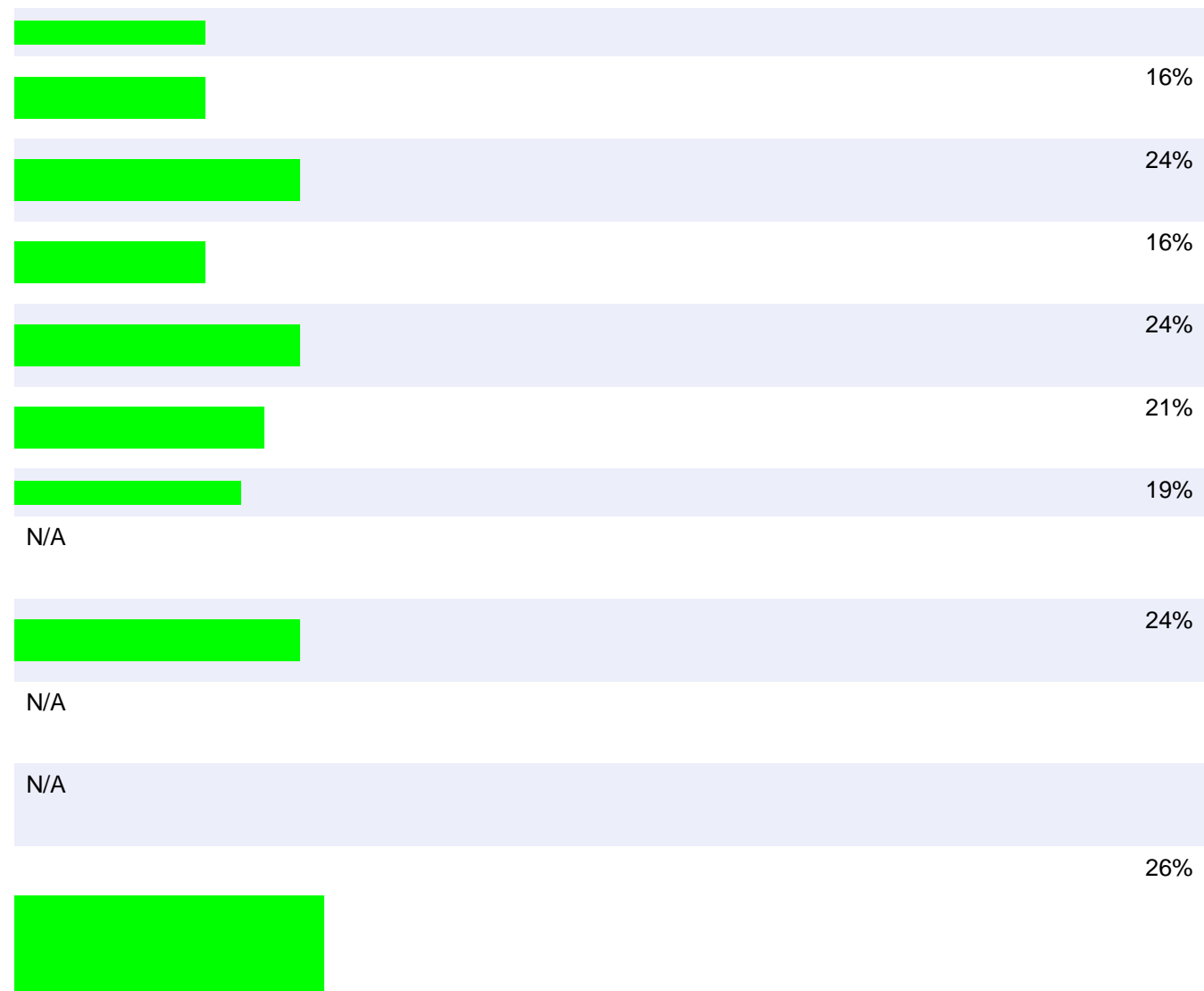
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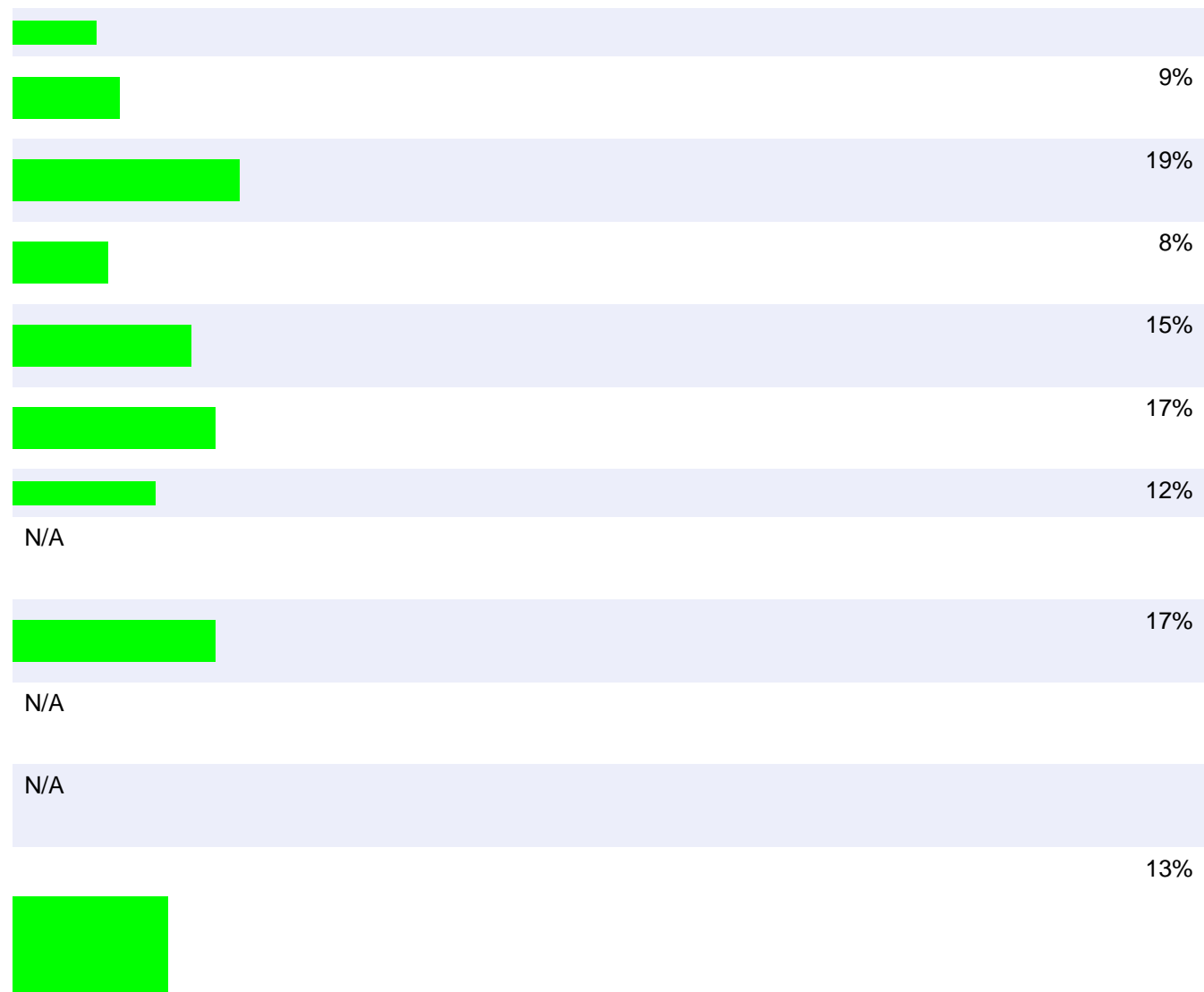
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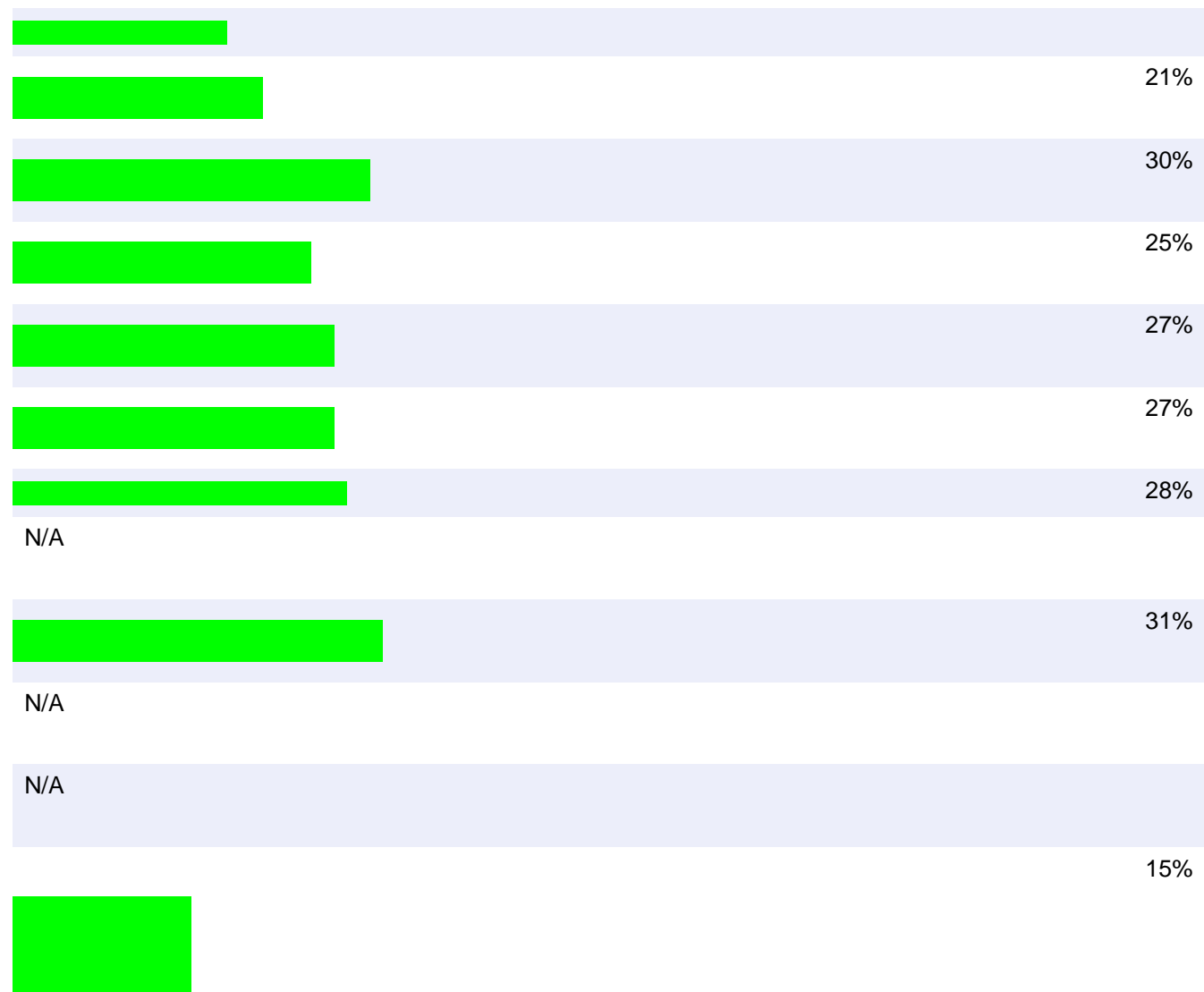
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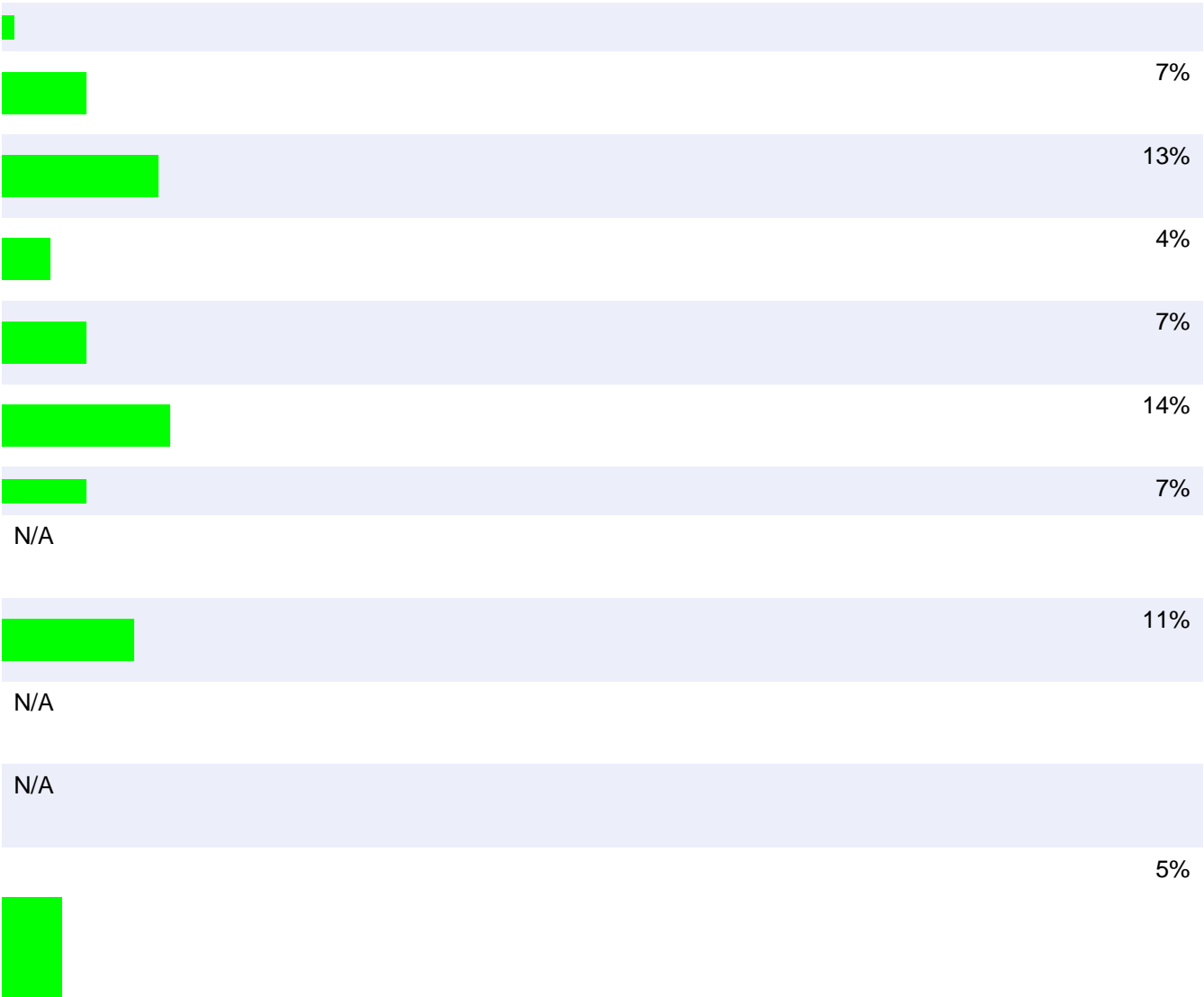
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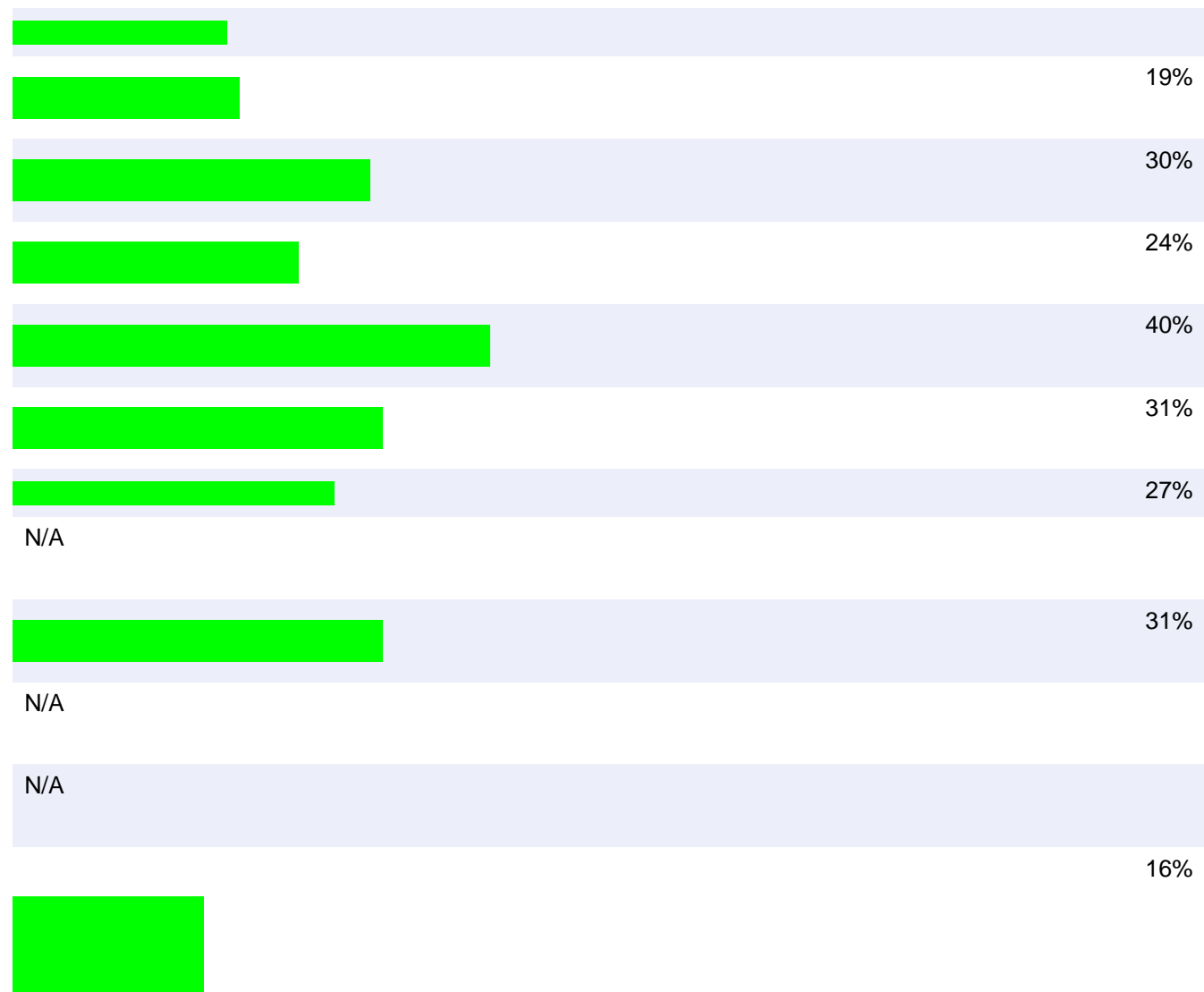
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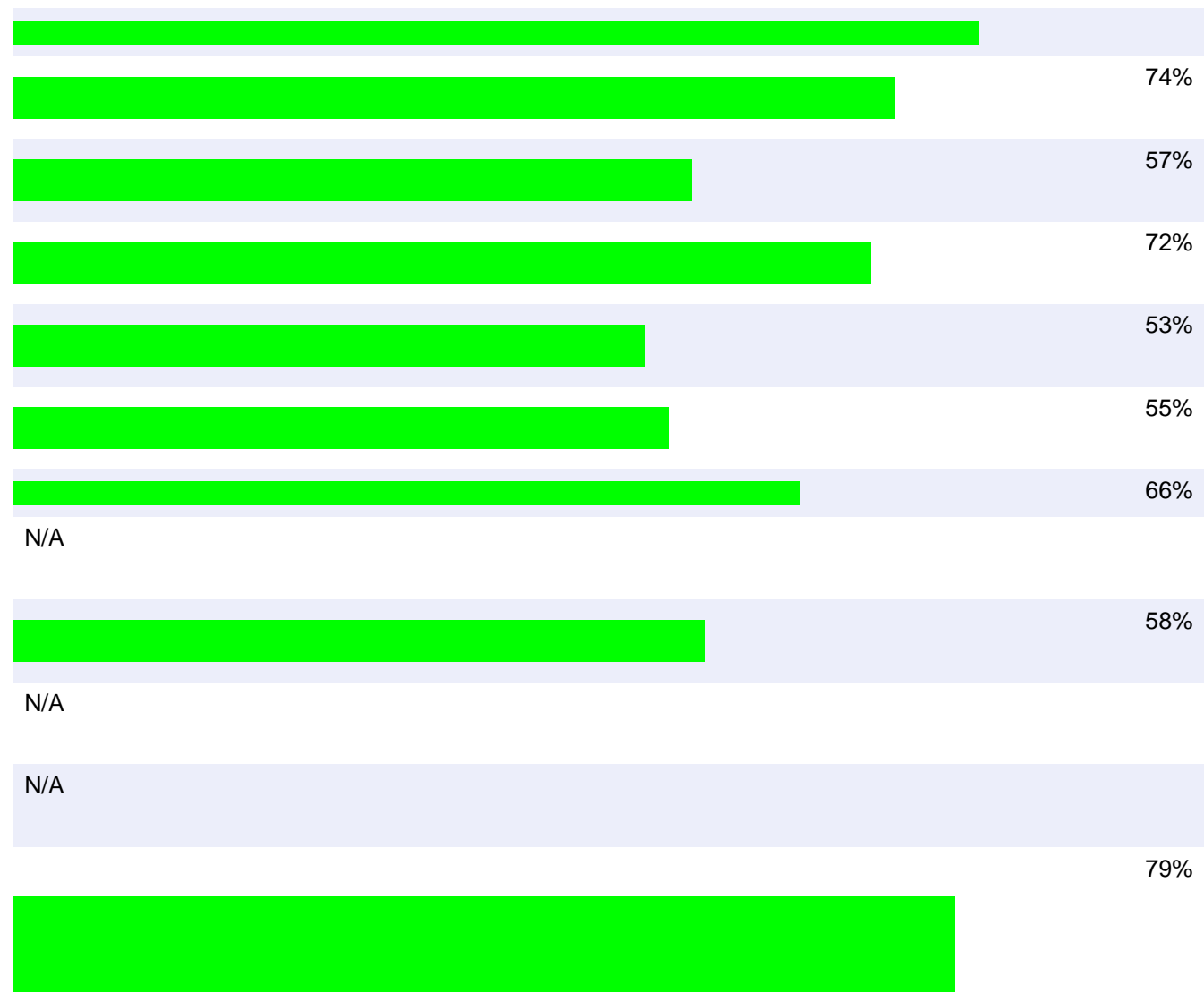
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# Hospital survey

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# Hospital survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 or more

300 or more

300 or more

Between 100 and 299

300 or more

300 or more

N/A

300 or more

N/A

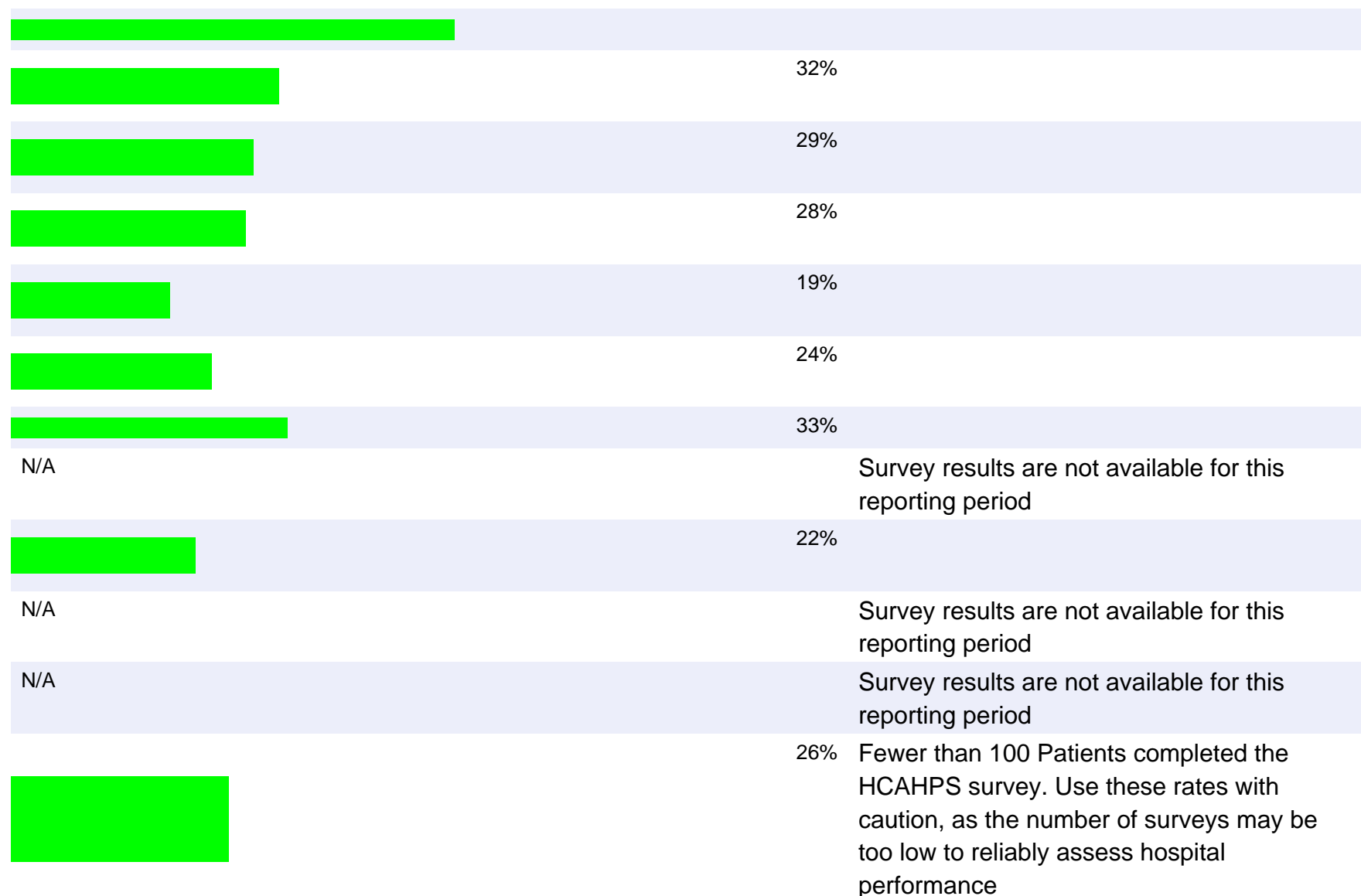
N/A

Fewer than 100



# Hospital survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)



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

# Hospital survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)

SIERRA VISTA REGIONAL HEALTH CENTER INC	300 EL CAMINO REAL	SIERRA VISTA	AZ
BENSON HOSPITAL	450 SOUTH OCOTILLO STREET	BENSON	AZ
UNIVERSITY MEDICAL CENTER	1501 NORTH CAMPBELL AVENUE	TUCSON	AZ
CARONDELET HEART AND VASCULAR INSTITUTE	4888 NORTH STONE AVENUE	TUCSON	AZ
NORTHWEST MEDICAL CENTER	6200 NORTH LA CHOLLA BOULEVARD	TUCSON	AZ
CARONDELET ST MARYS HOSPITAL	1601 WEST ST MARY'S ROAD	TUCSON	AZ
CARONDELET ST JOSEPHS HOSPITAL	350 NORTH WILMOT ROAD	TUCSON	AZ
ORO VALLEY HOSPITAL	1551 EAST TANGERINE ROAD	ORO VALLEY	AZ
BANNER GOOD SAMARITAN MEDICAL CENTER	1111 EAST MCDOWELL ROAD	PHOENIX	AZ
PHOENIX BAPTIST HOSPITAL	2000 WEST BETHANY HOME ROAD	PHOENIX	AZ
ST LUKES MEDICAL CENTER	1800 EAST VAN BUREN STREET	PHOENIX	AZ
PHOENIX INDIAN MEDICAL CENTER	4212 N 16TH ST	PHOENIX	AZ
MARICOPA MEDICAL CENTER	2601 EAST ROOSEVELT STREET	PHOENIX	AZ

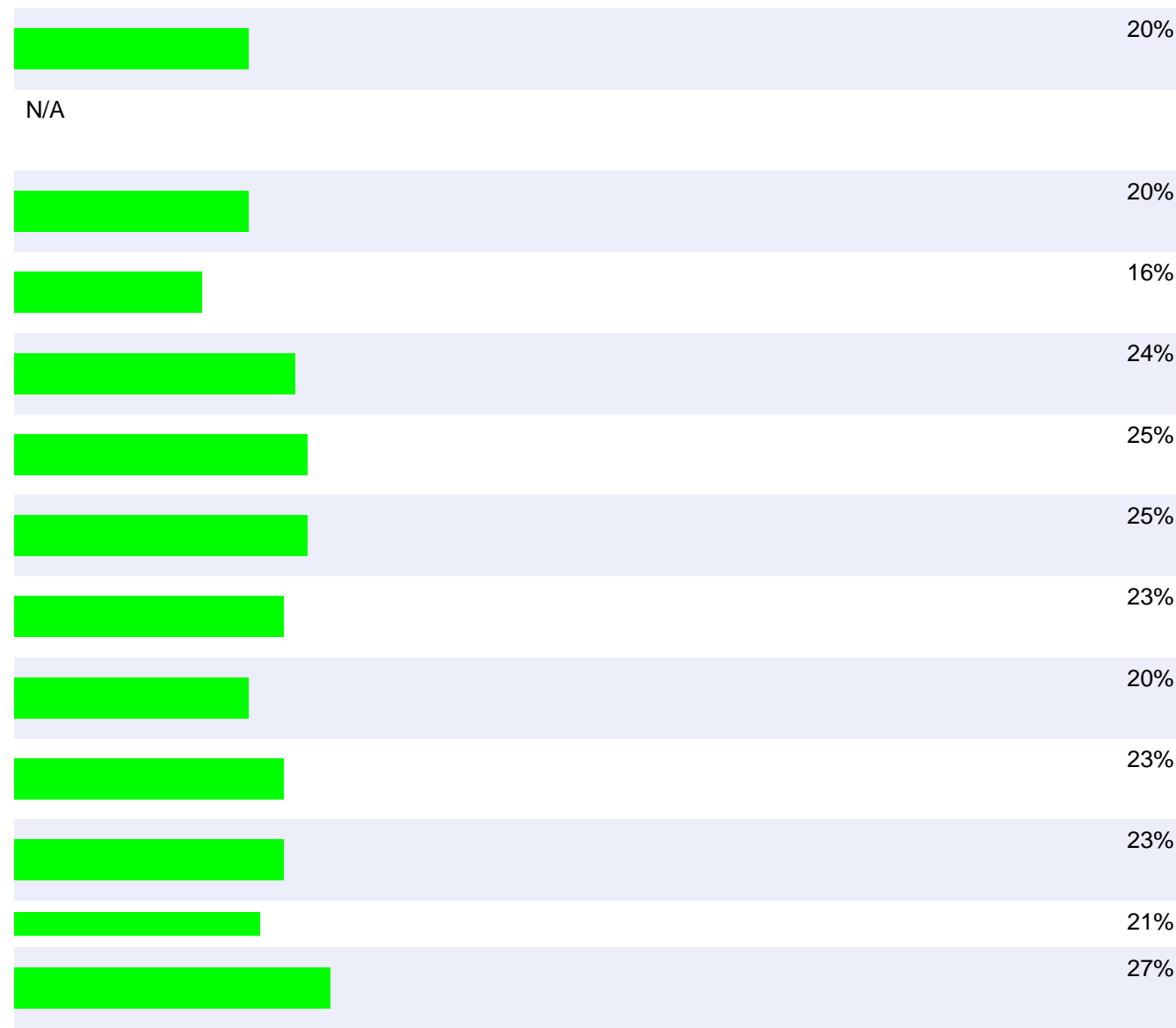
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85635		4%
85602	N/A	
85724		4%
85704		3%
85741		6%
85745		5%
85711		8%
85755		6%
85006		4%
85015		8%
85006		12%
85016		7%
85008		9%

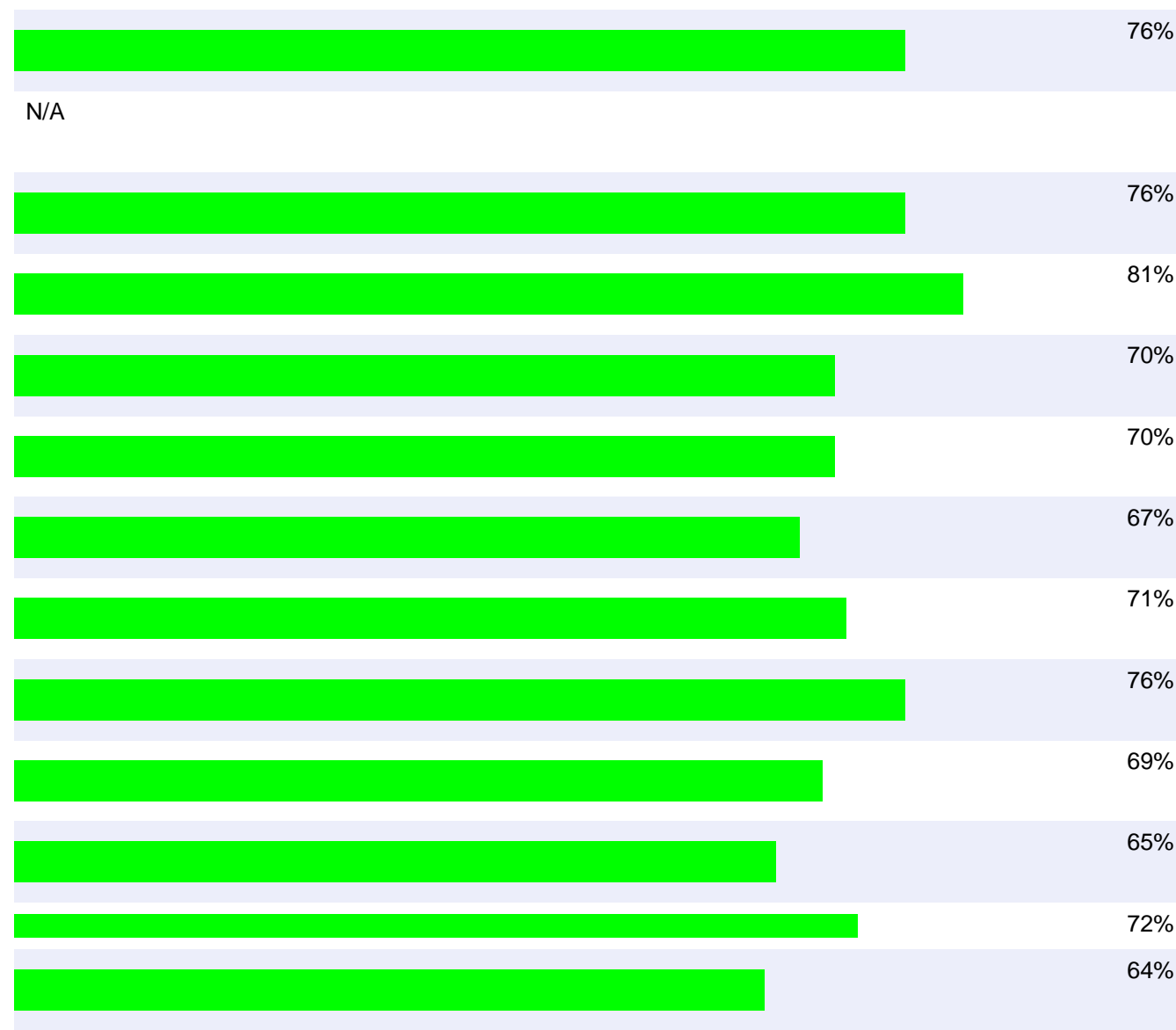
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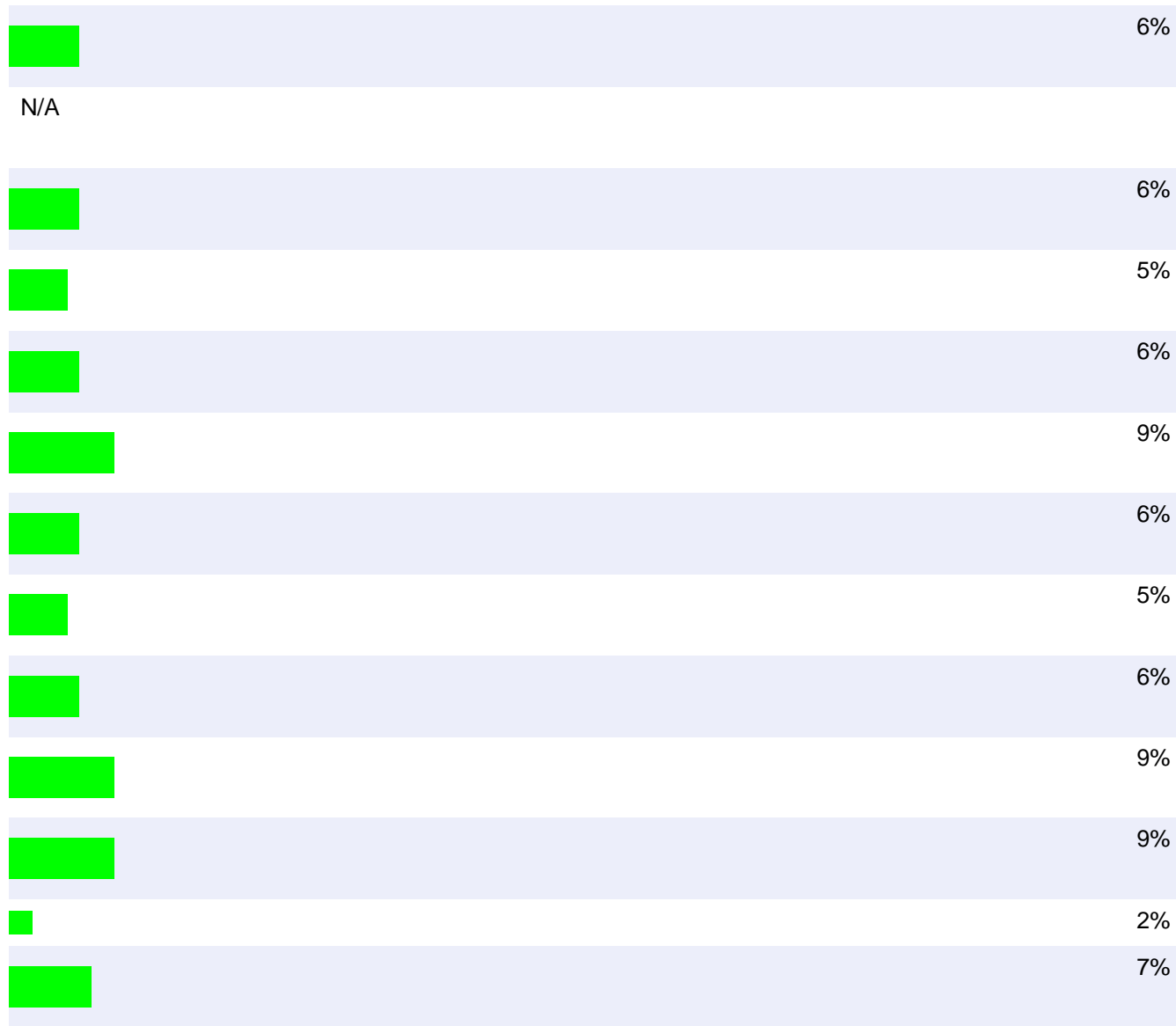
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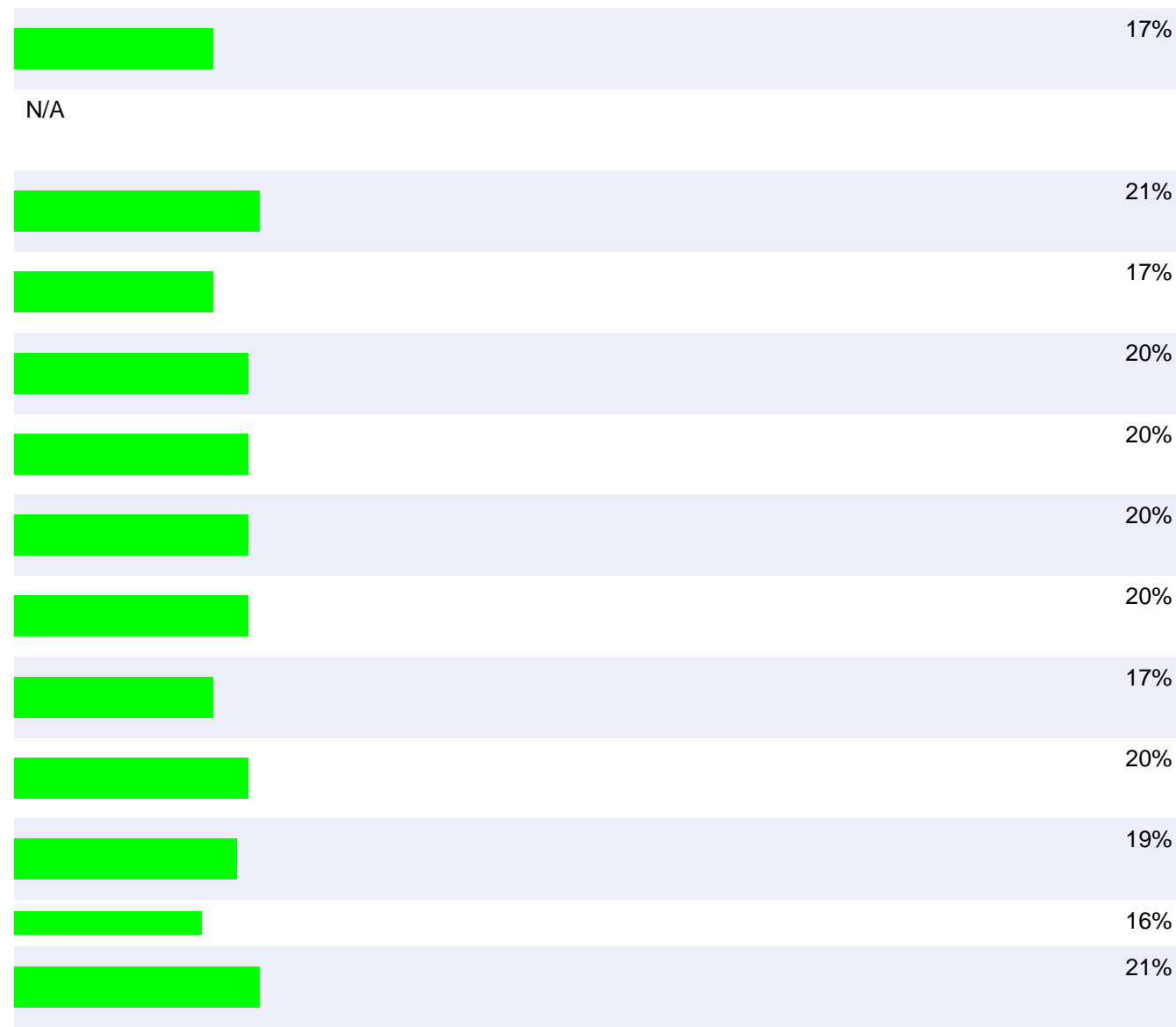
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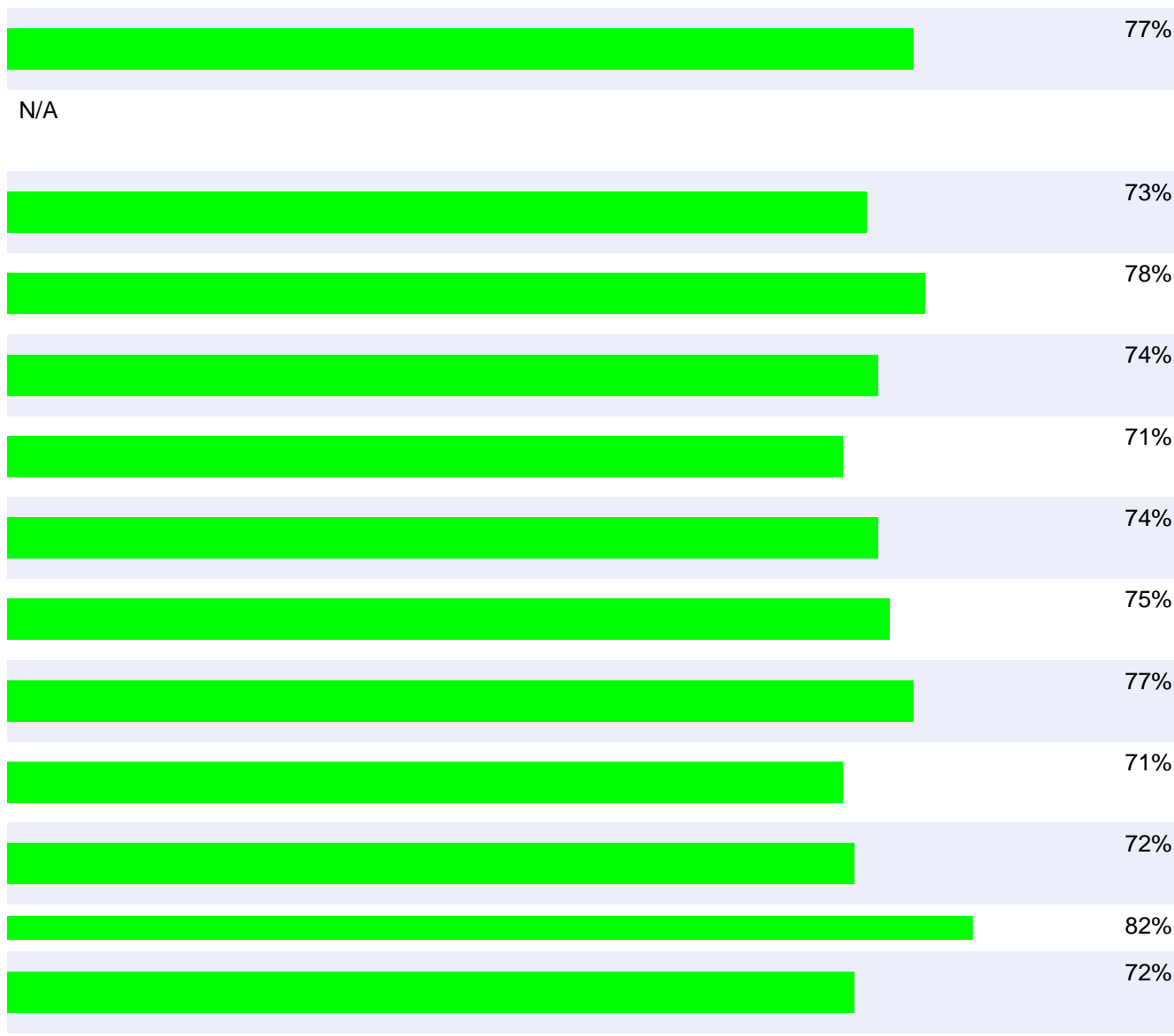
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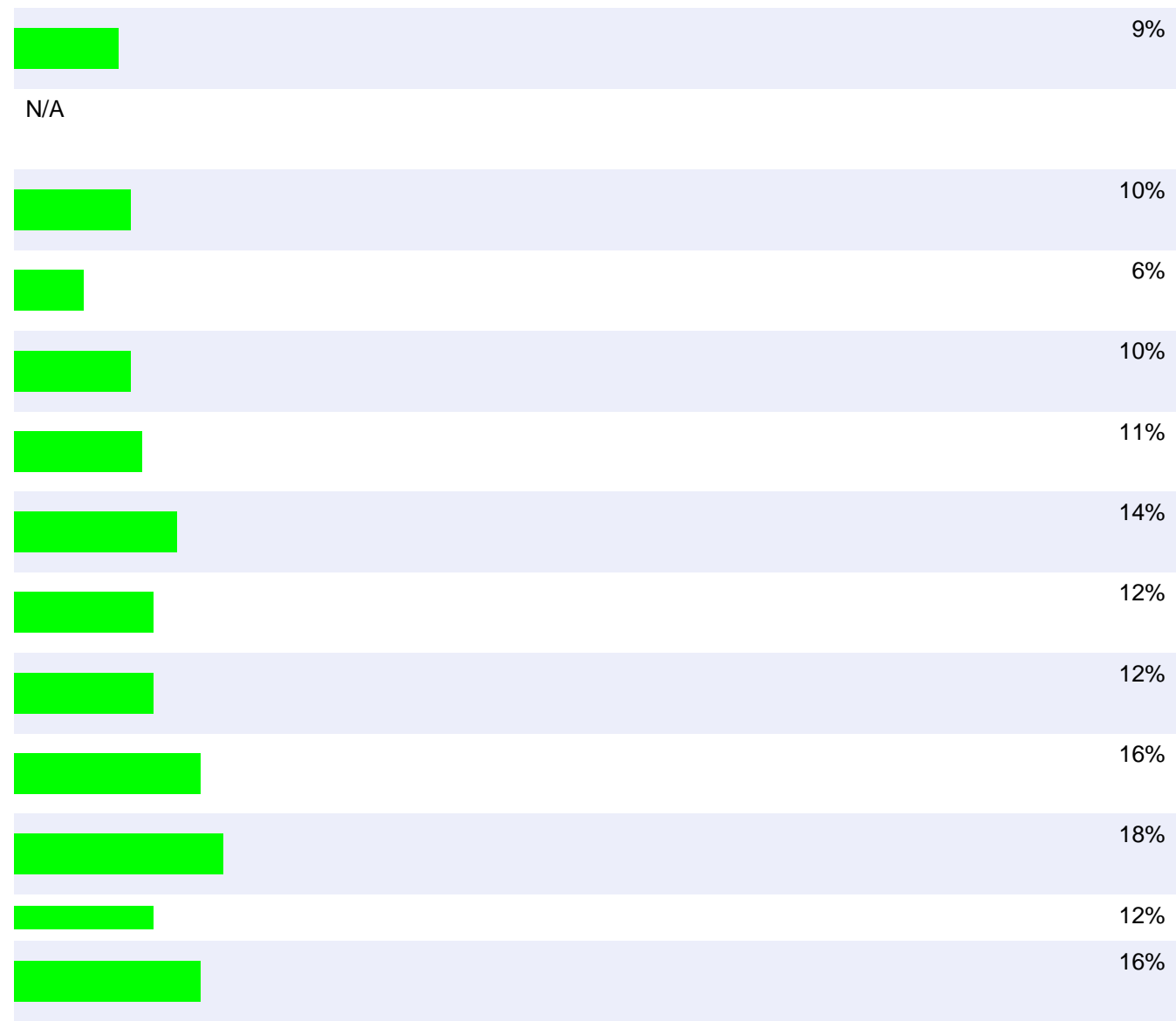
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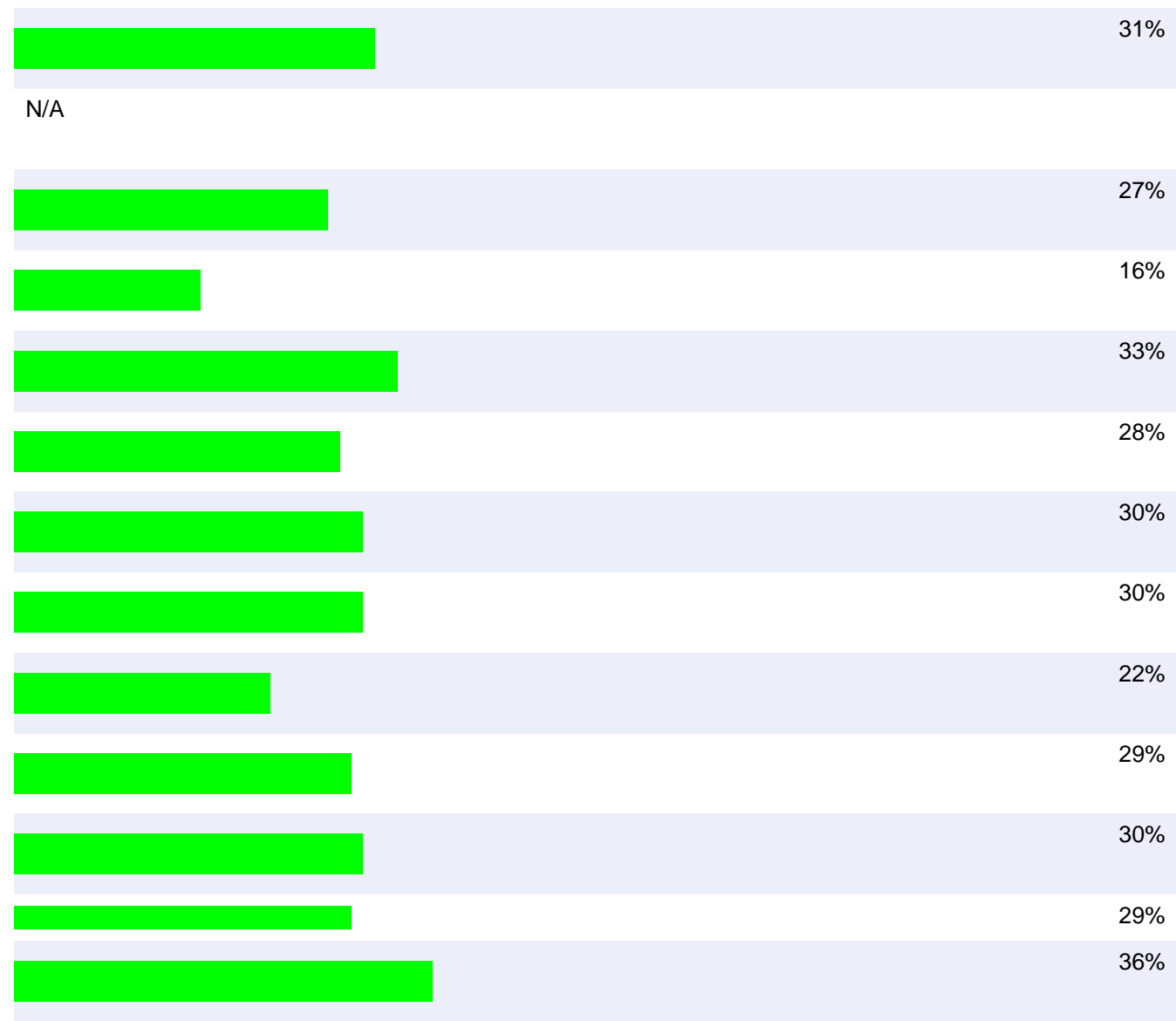
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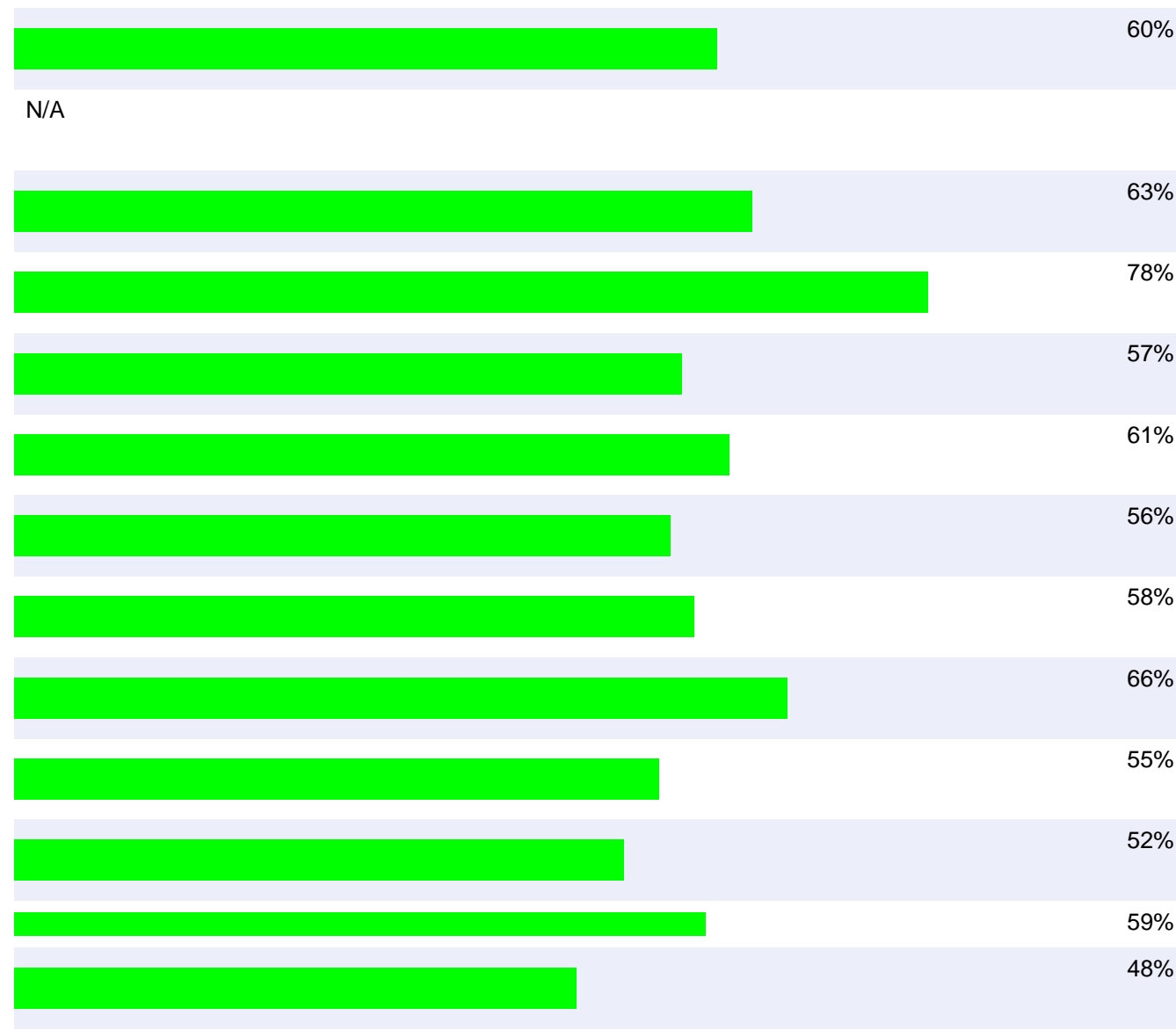
# Hospital survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)



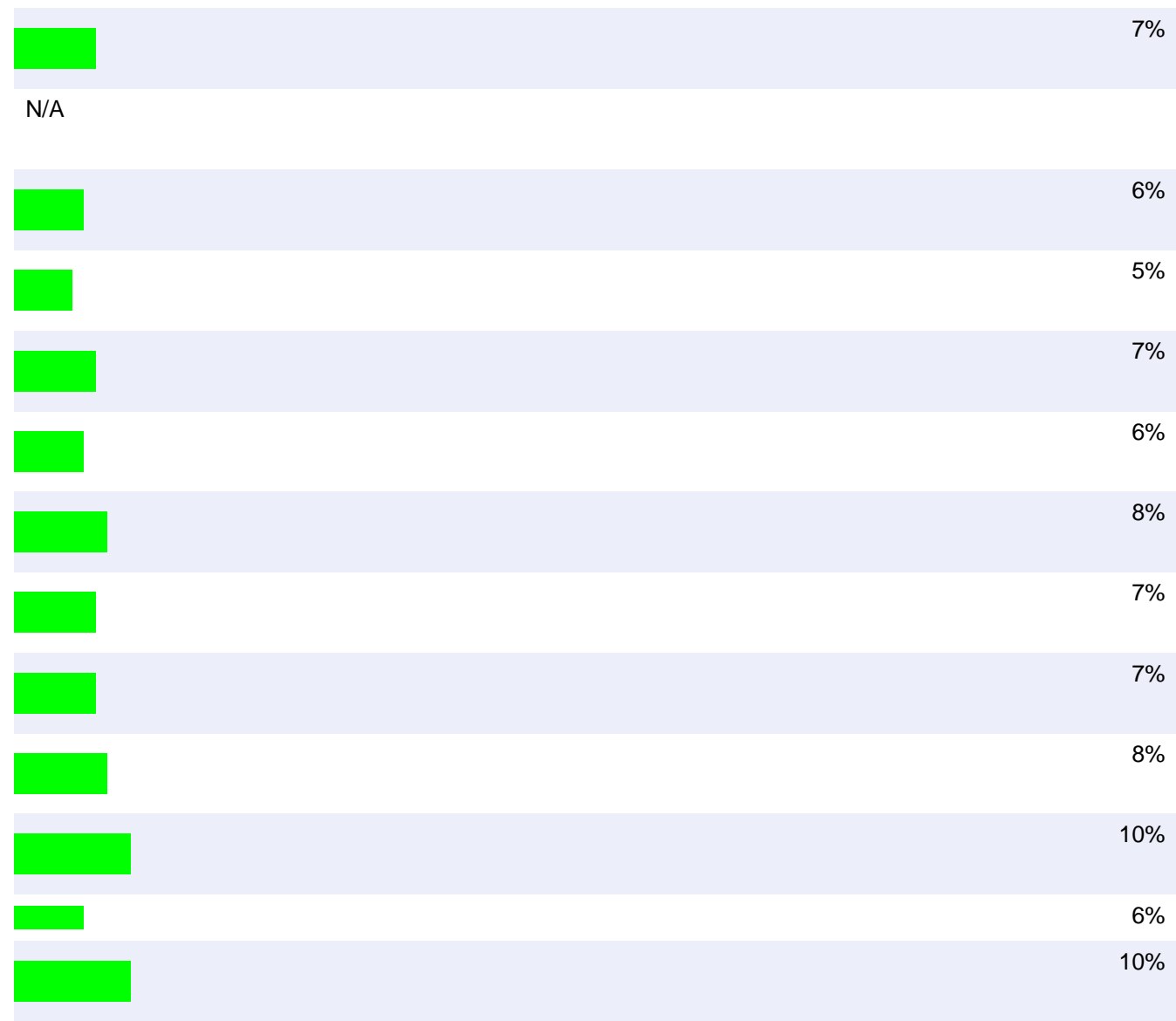
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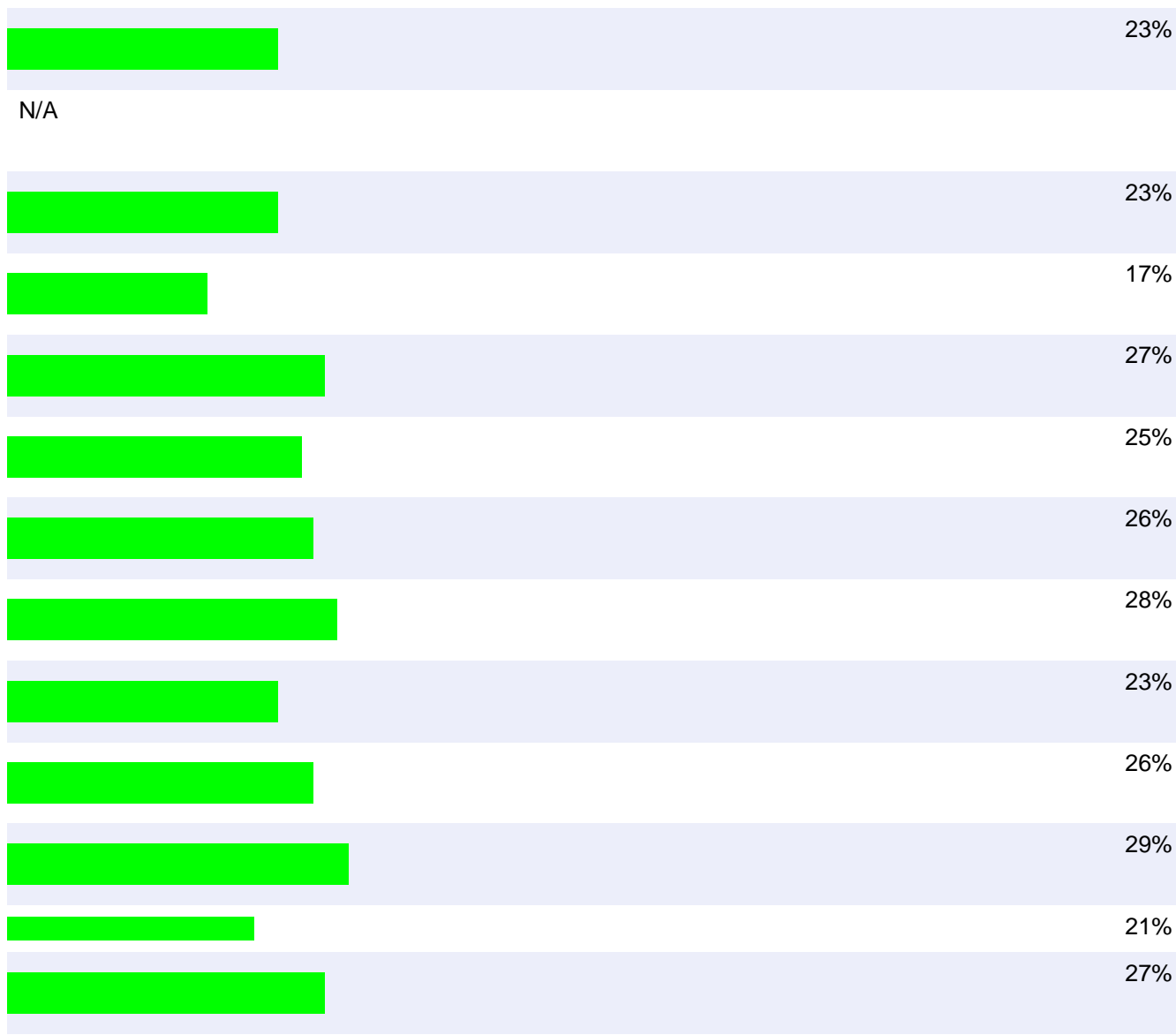
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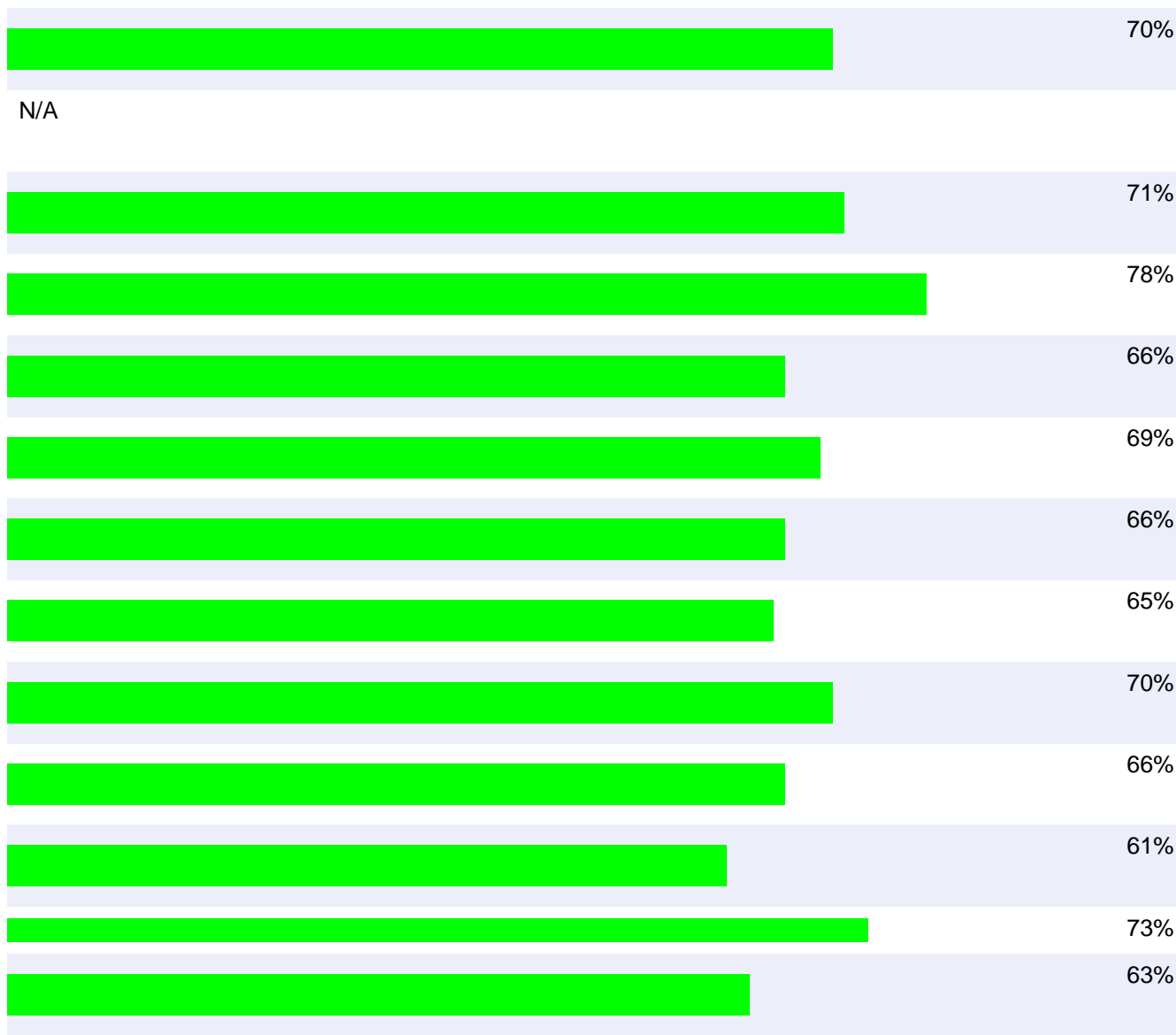
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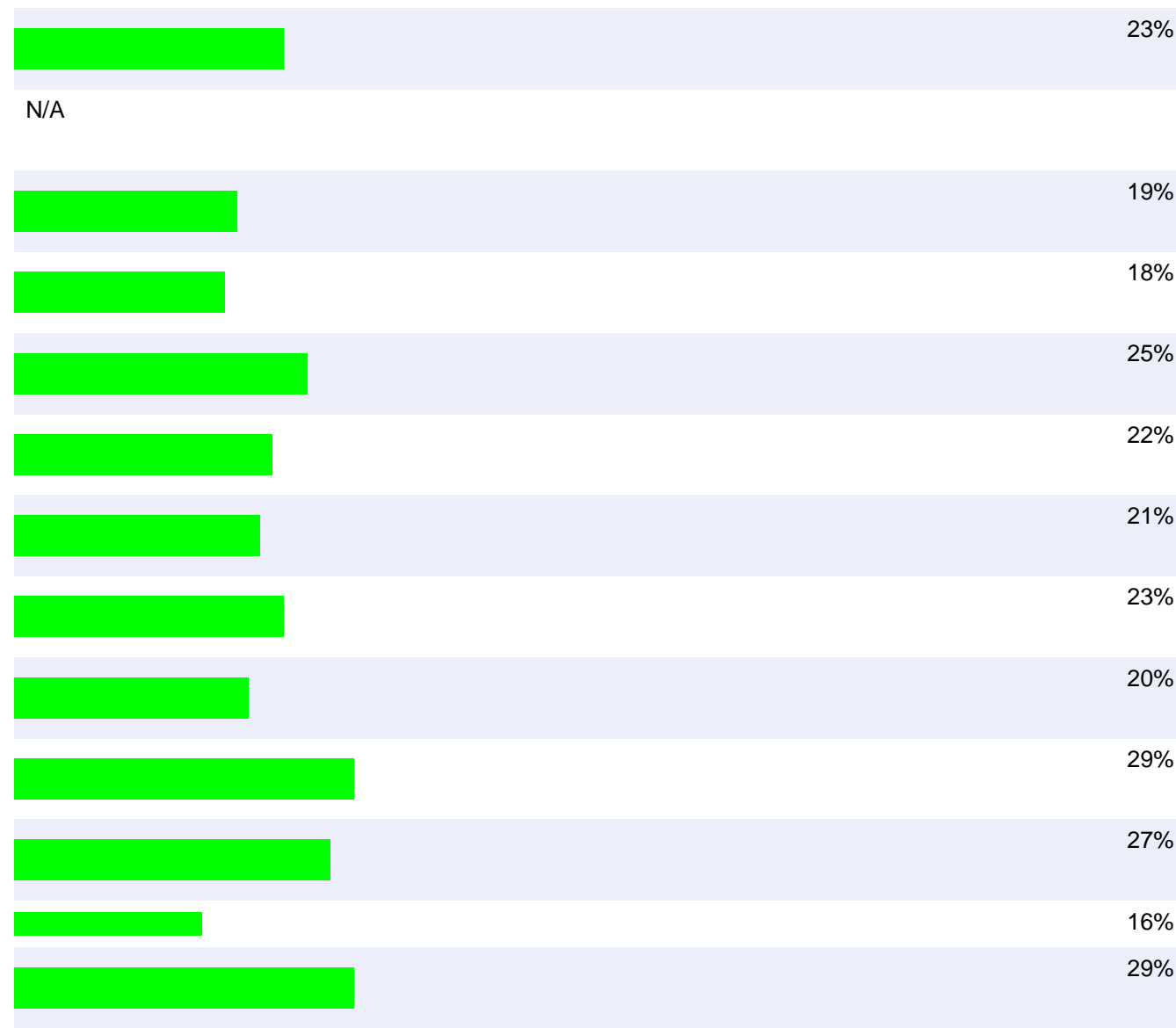
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# Hospital survey

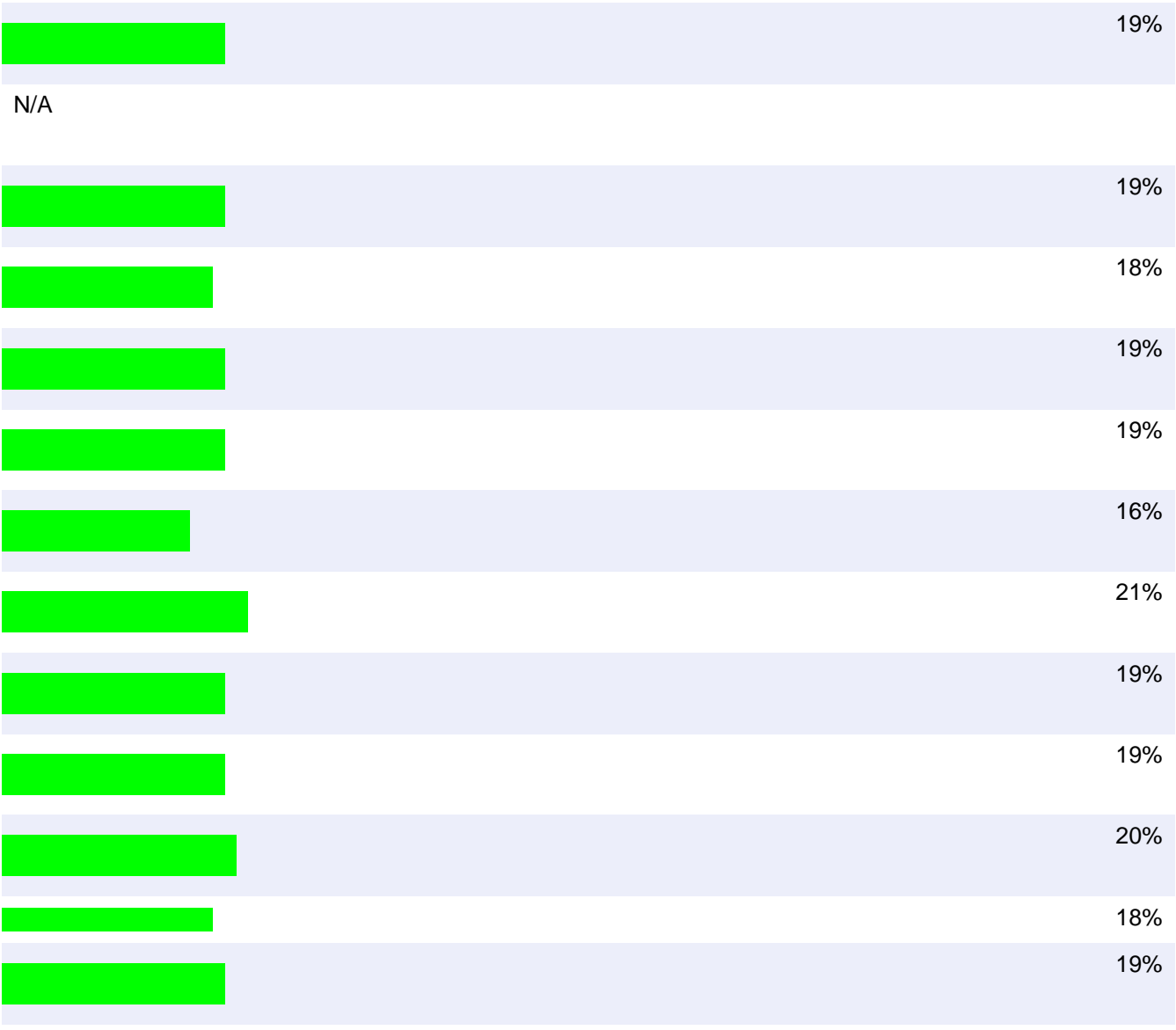
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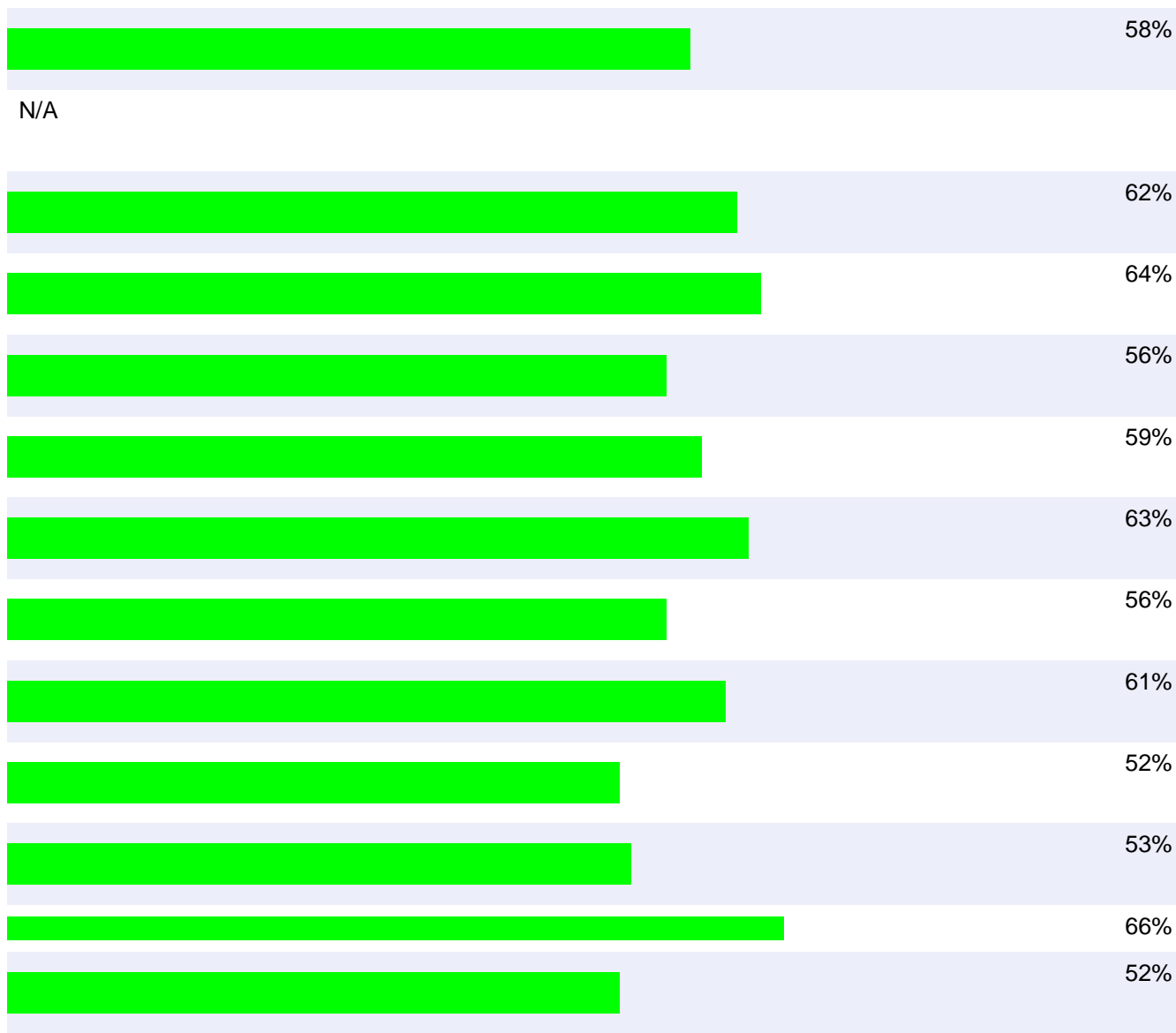
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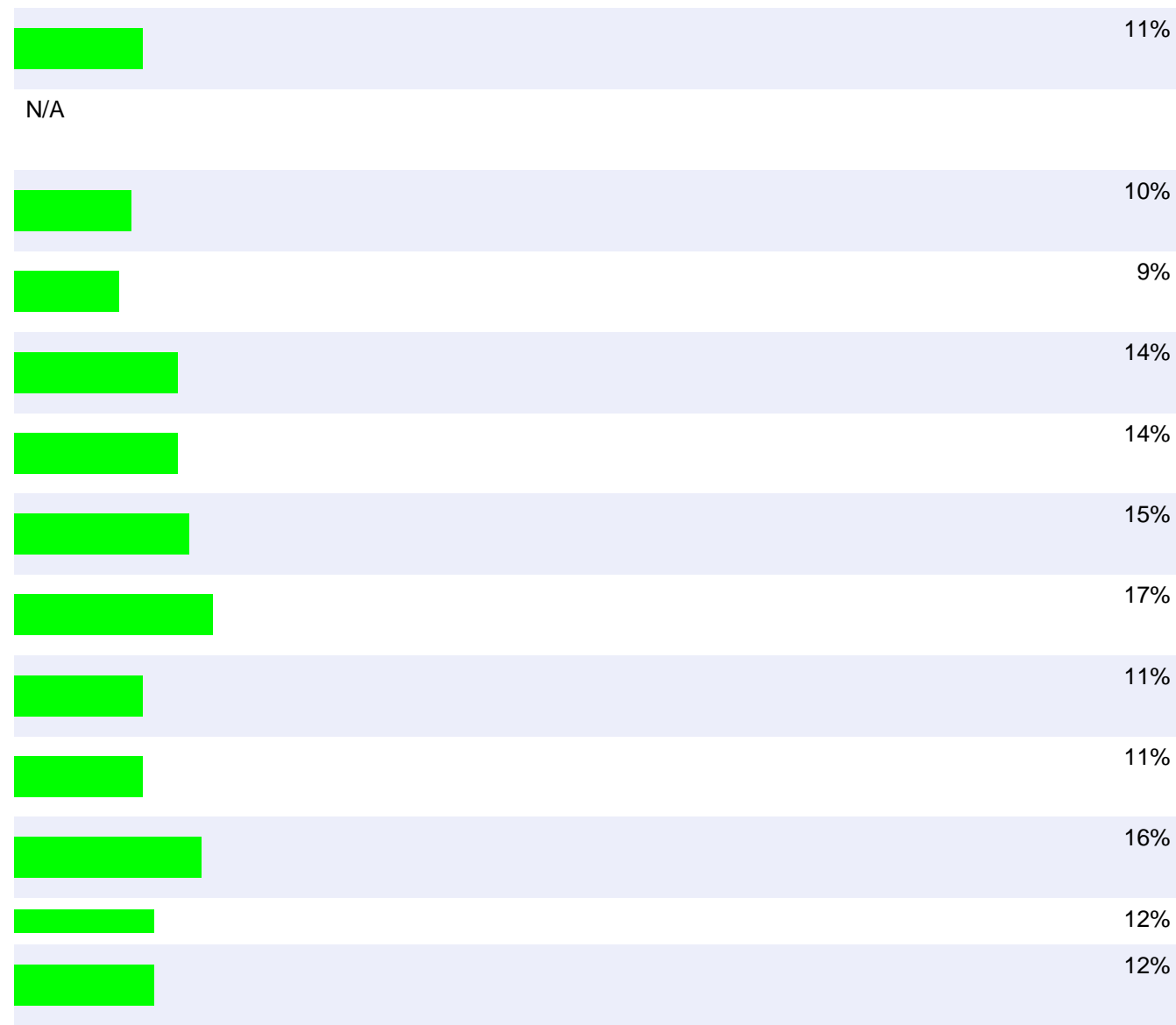
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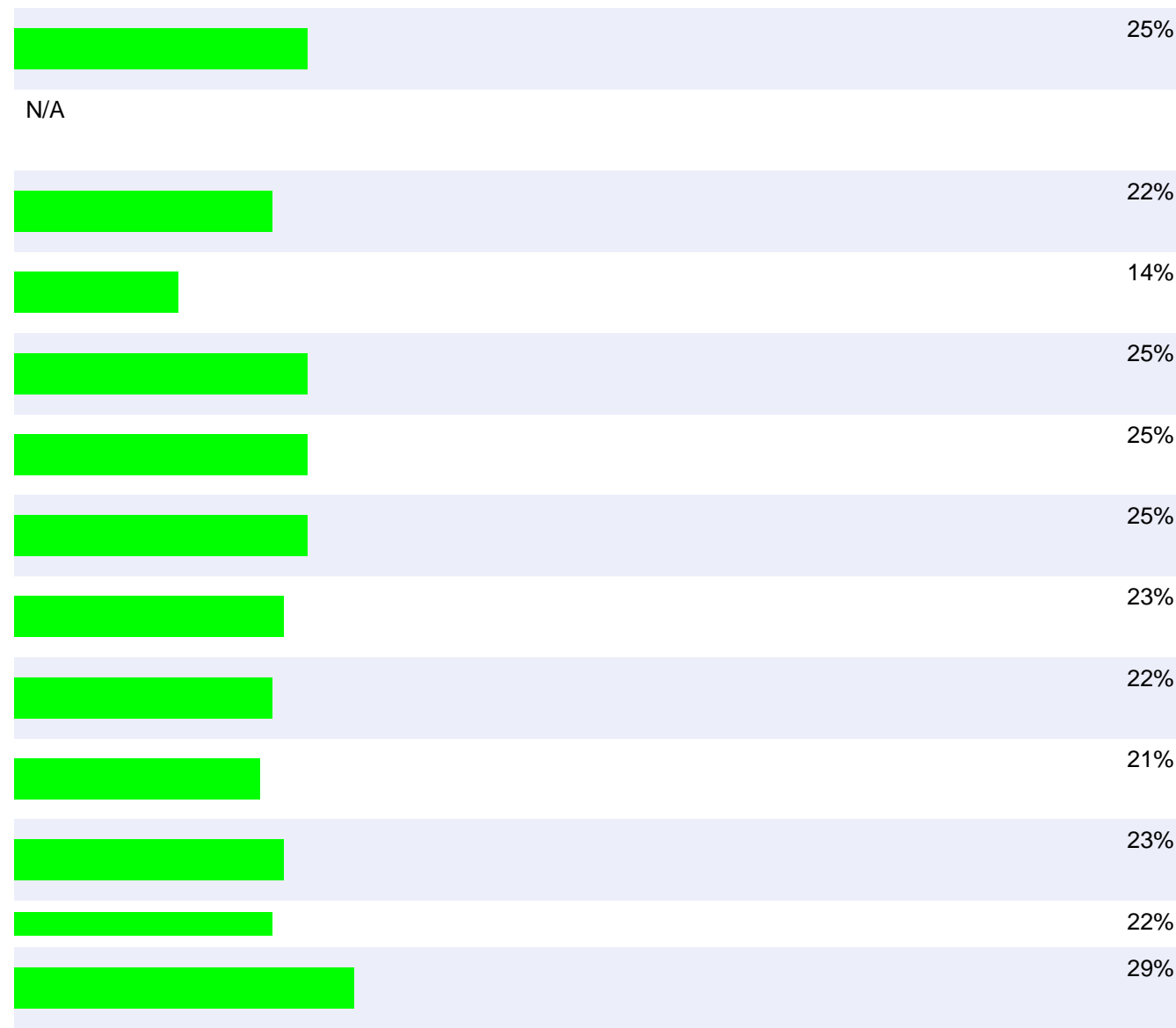
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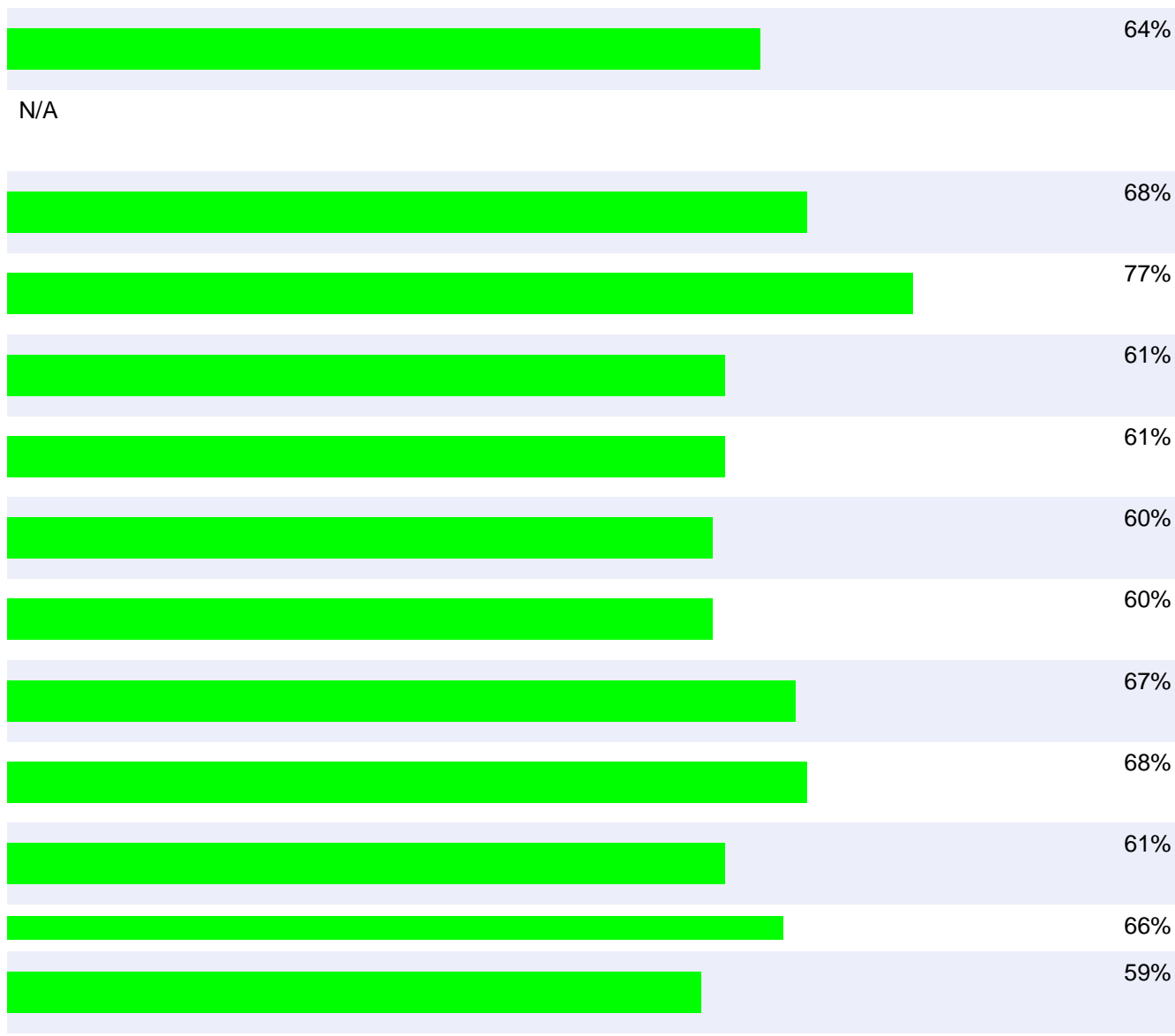
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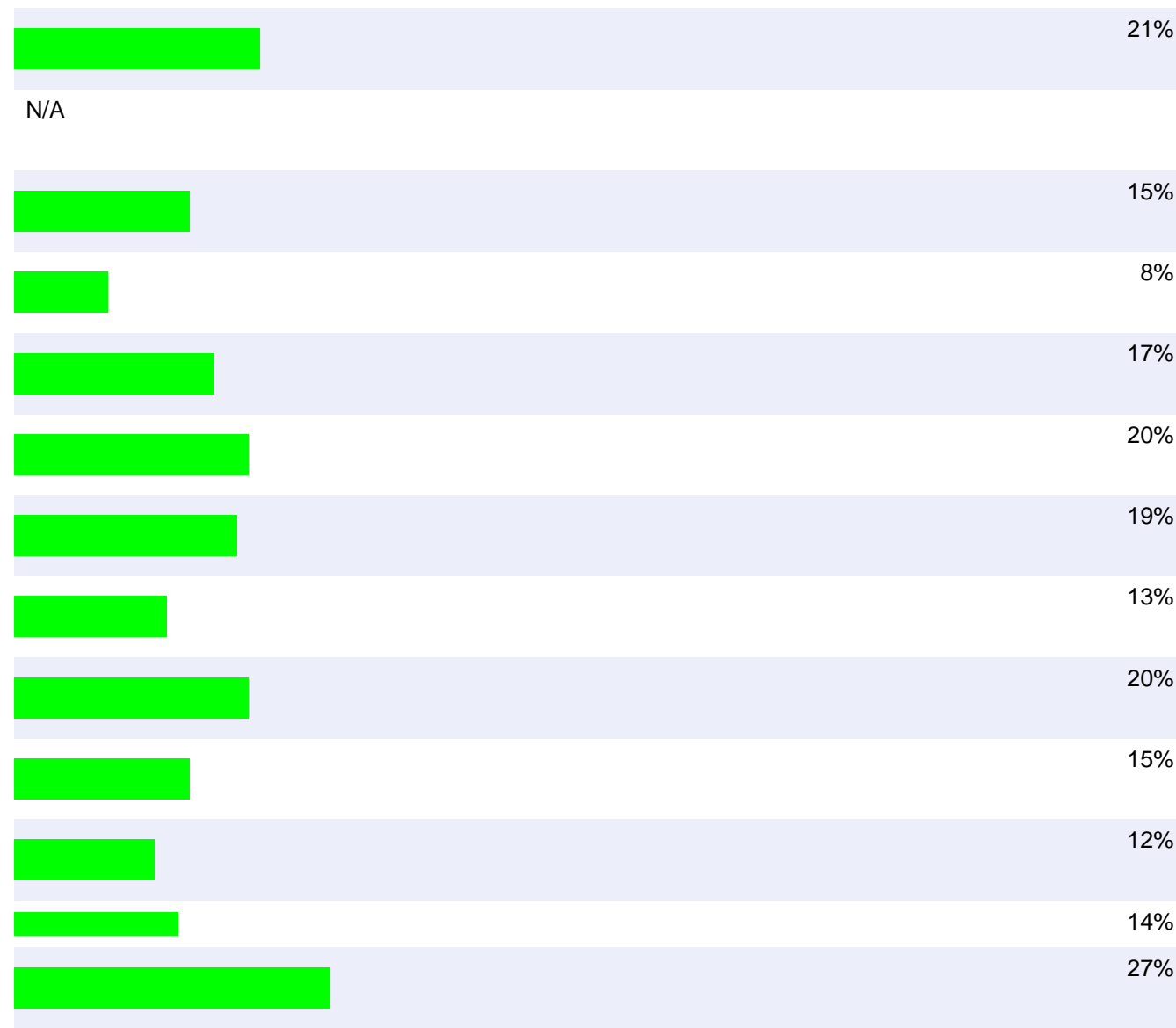
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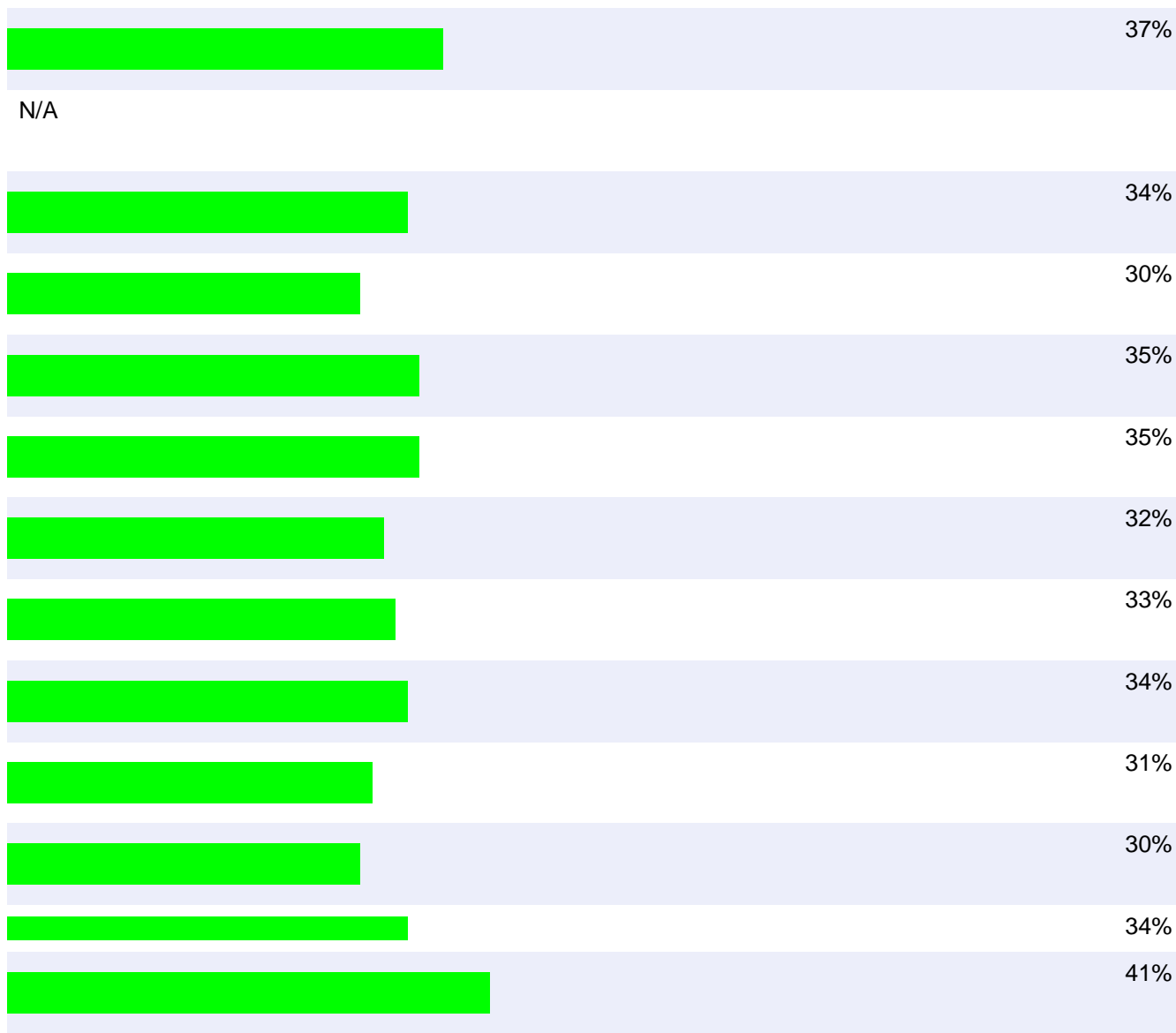
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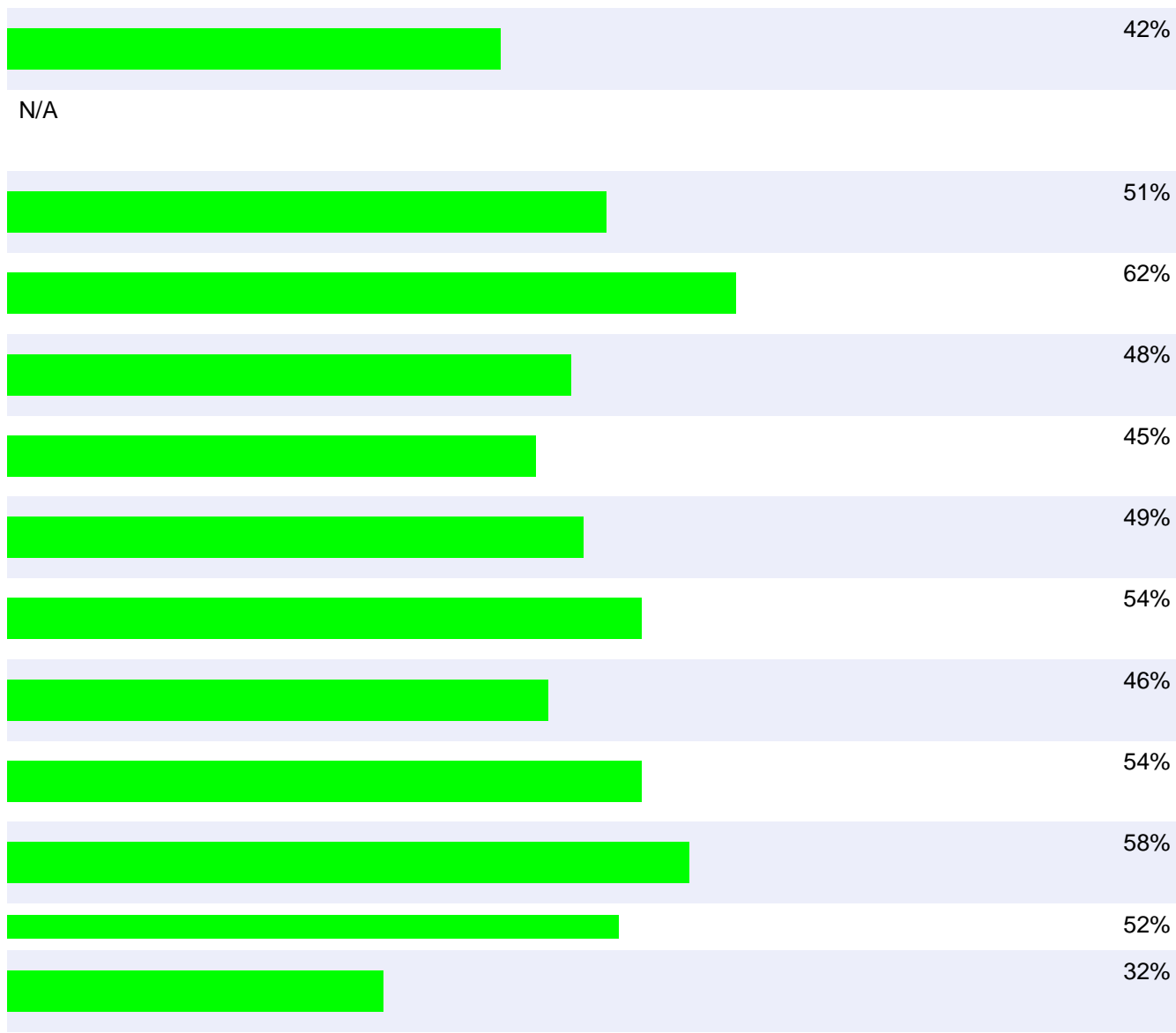
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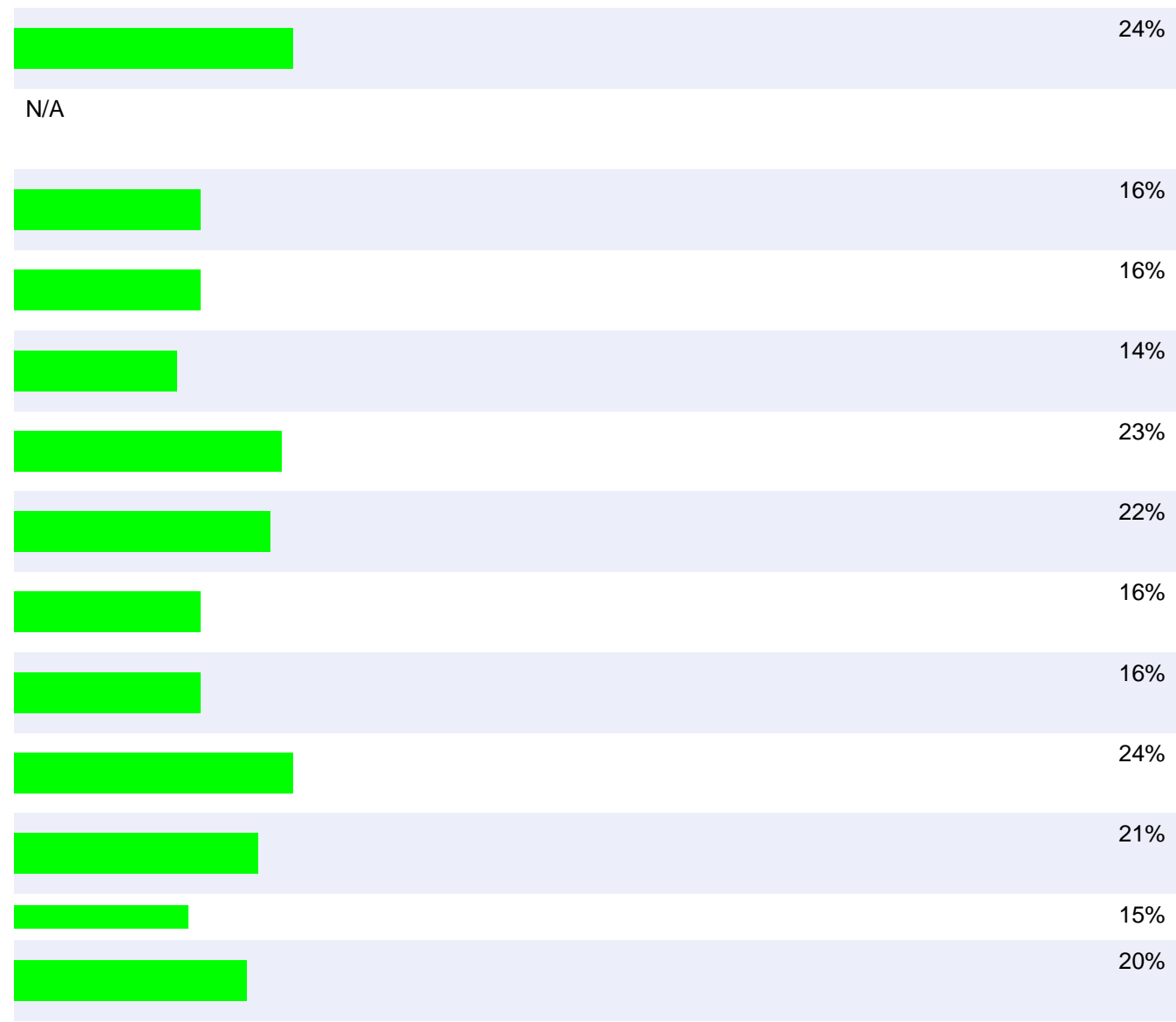
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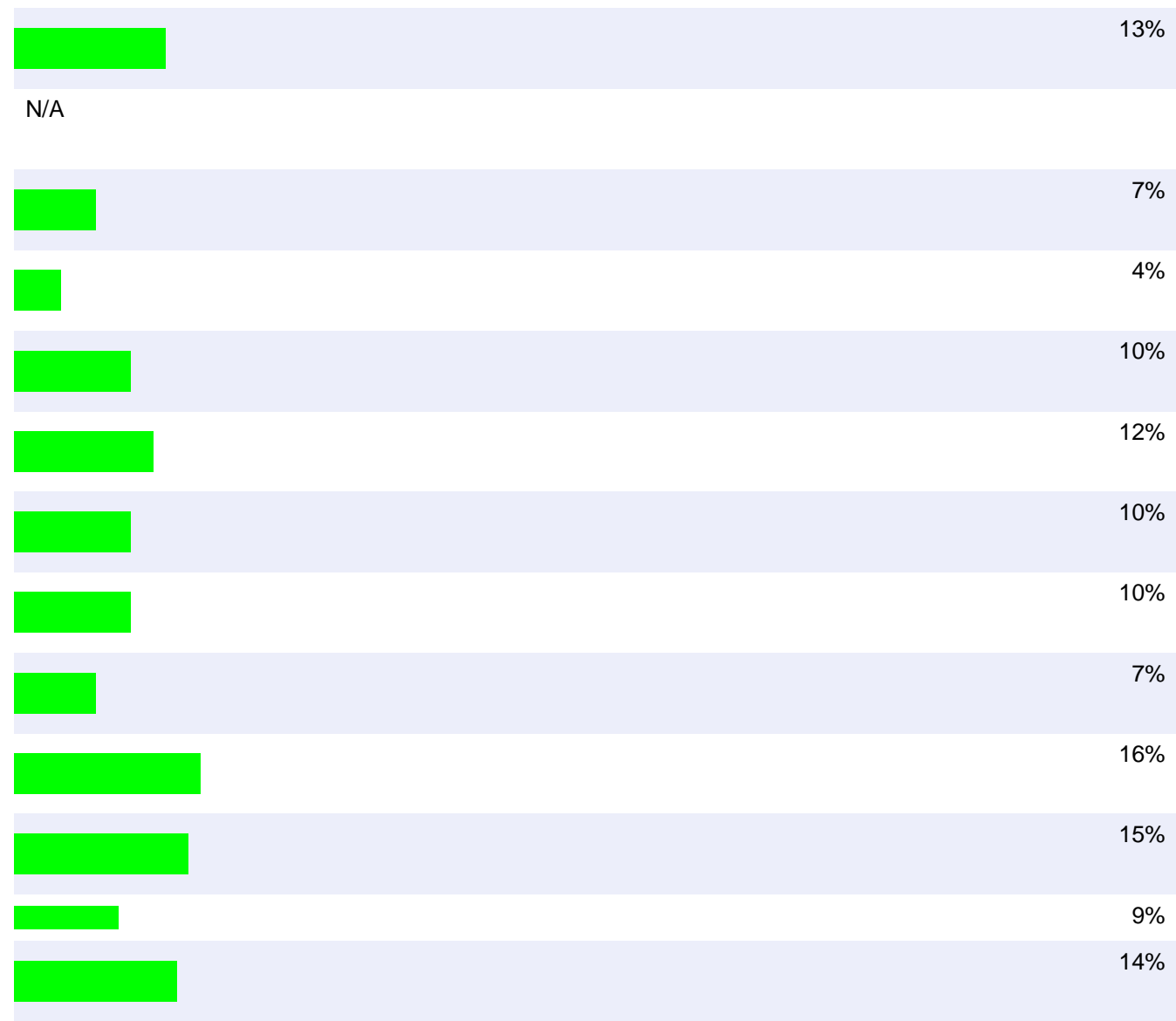
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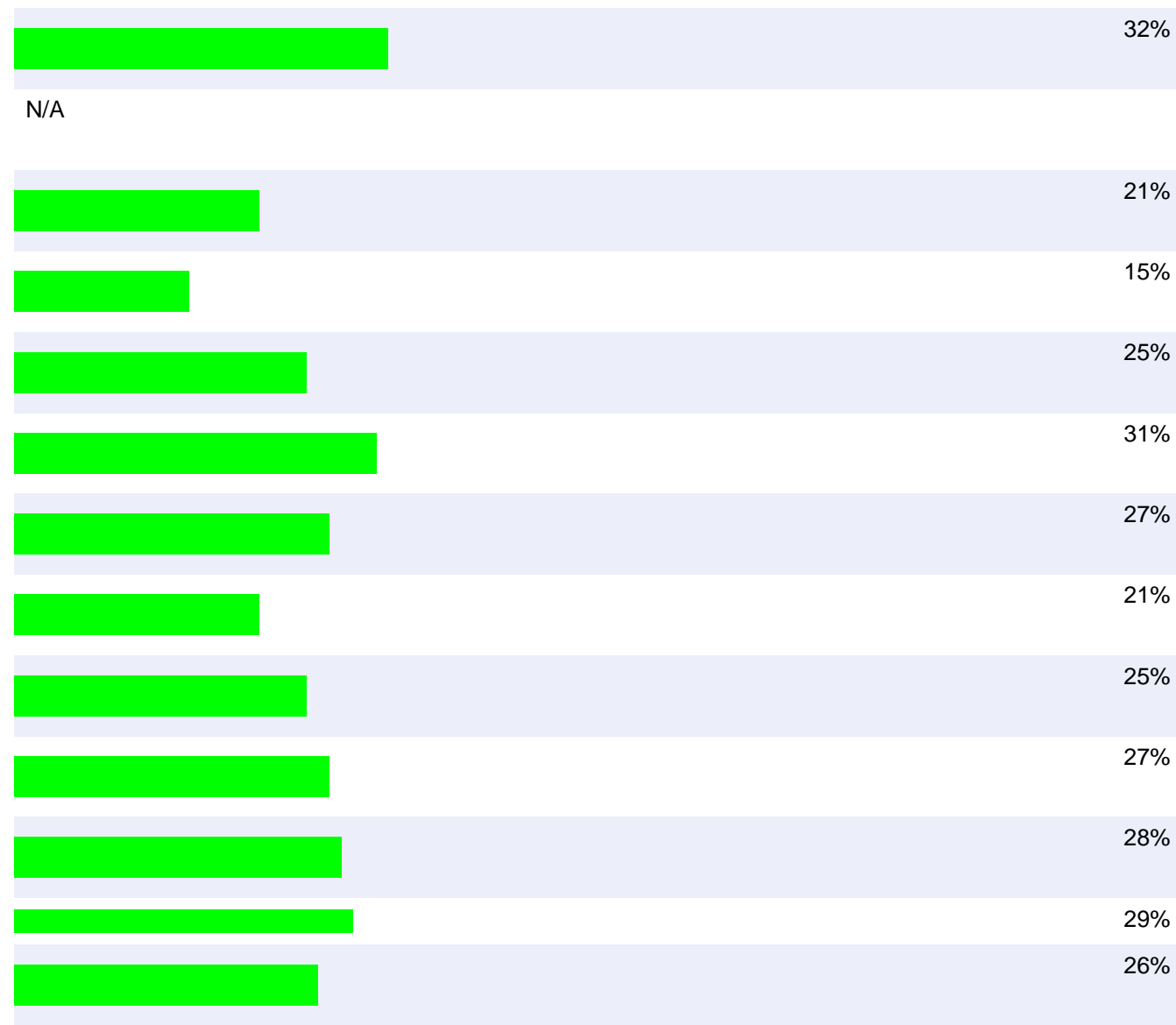
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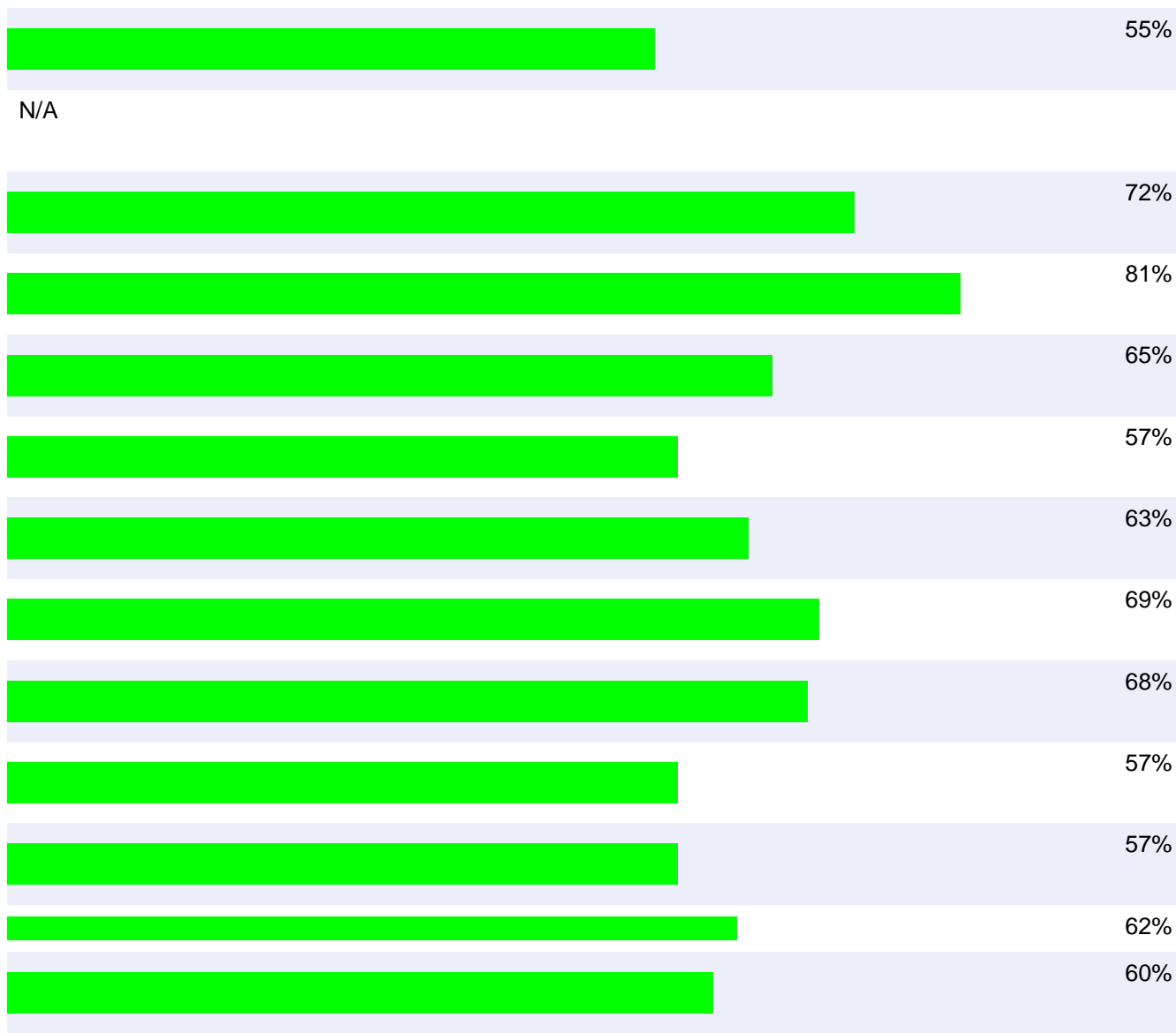
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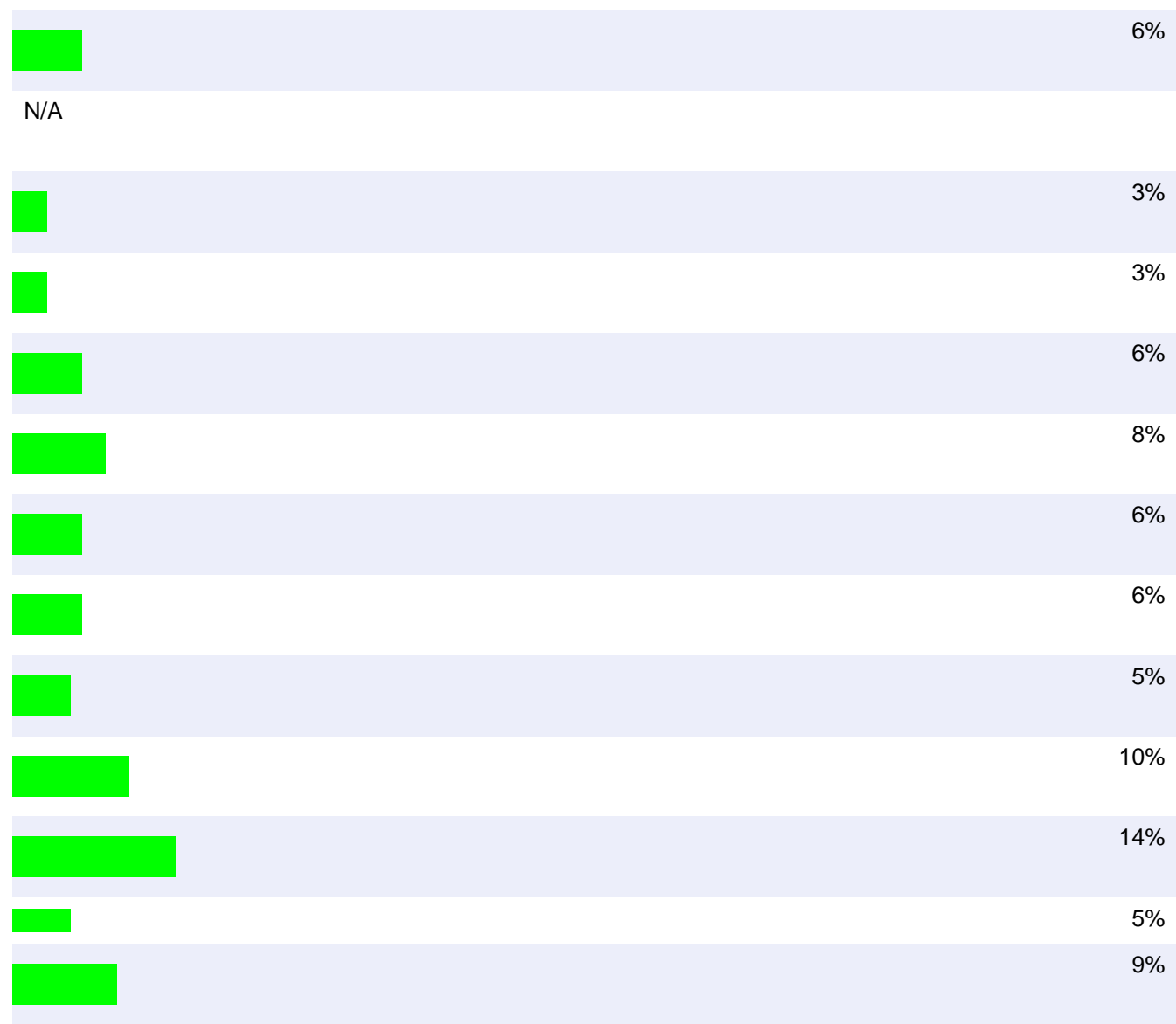
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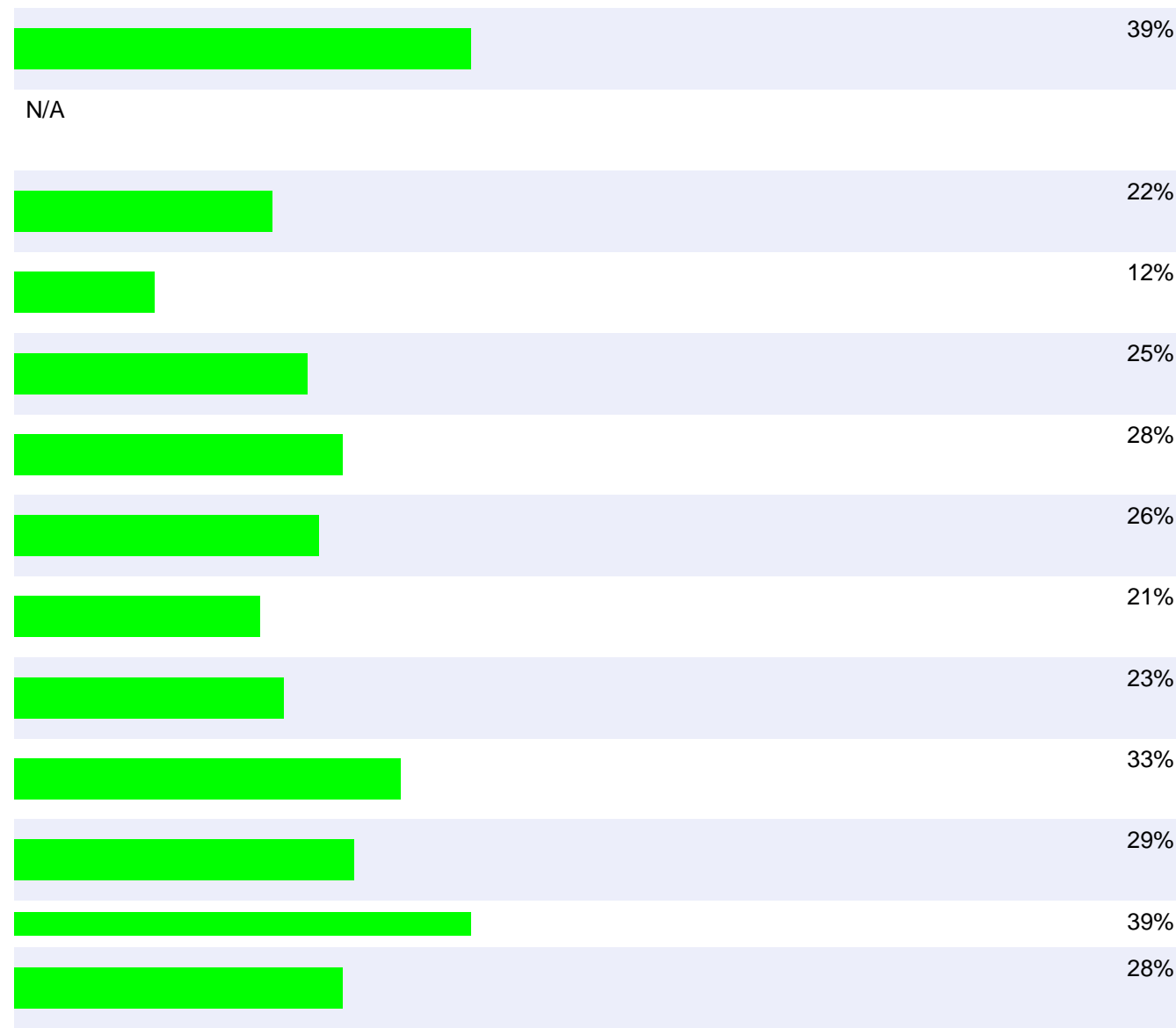
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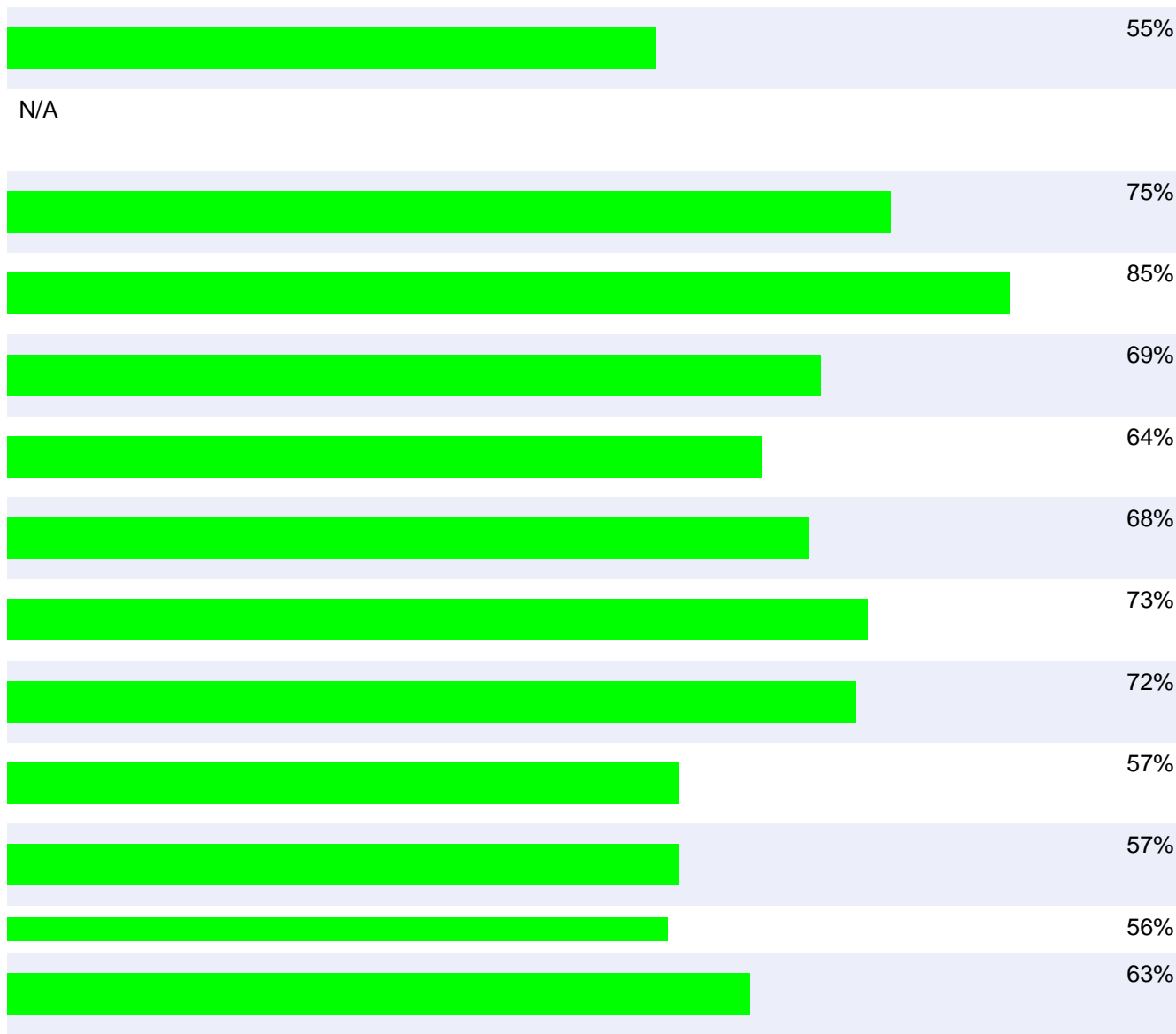
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# Hospital survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)





# Hospital survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 or more

N/A

300 or more

300 or more

300 or more

Between 100 and 299

Between 100 and 299

300 or more

300 or more

300 or more

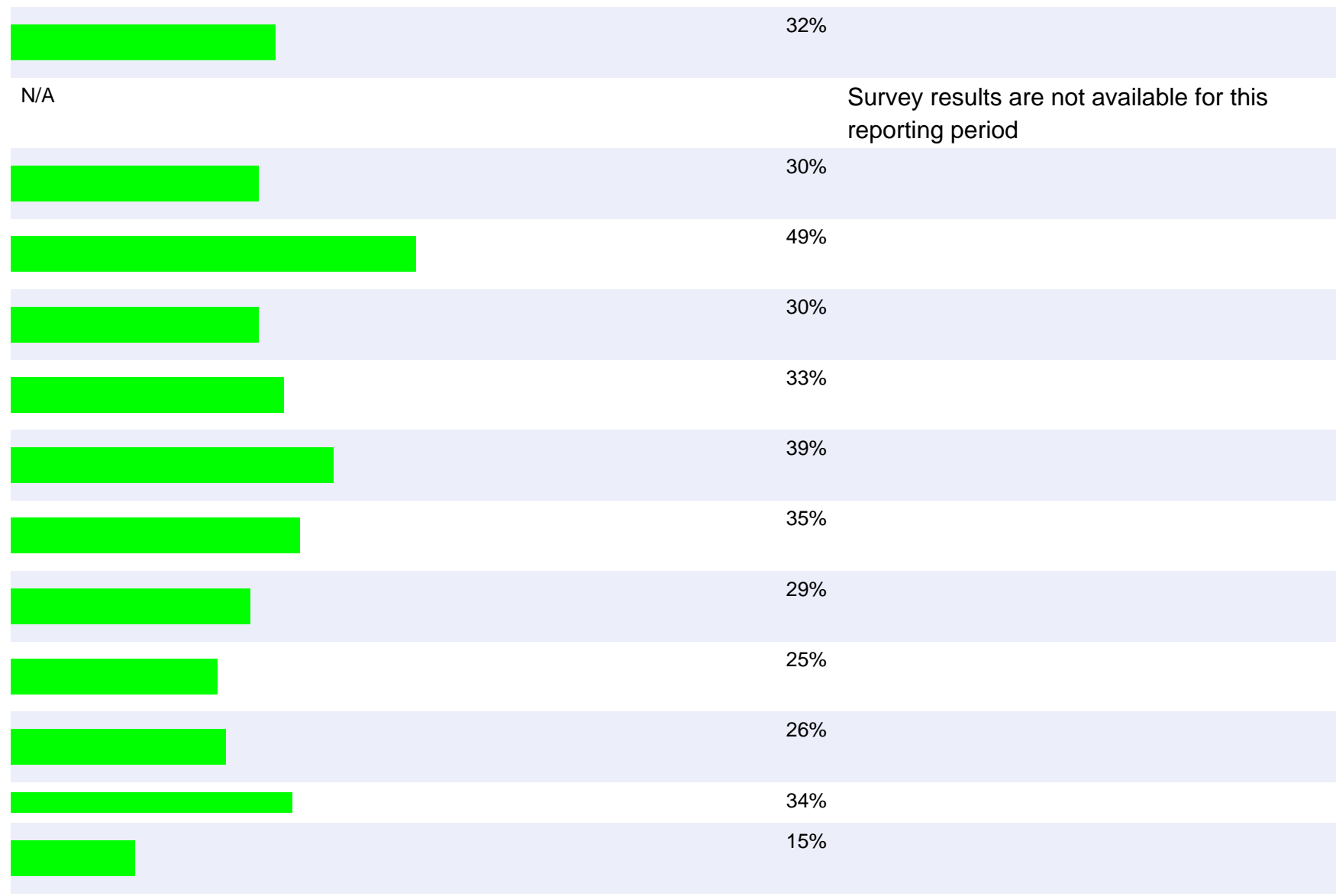
300 or more

300 or more

300 or more

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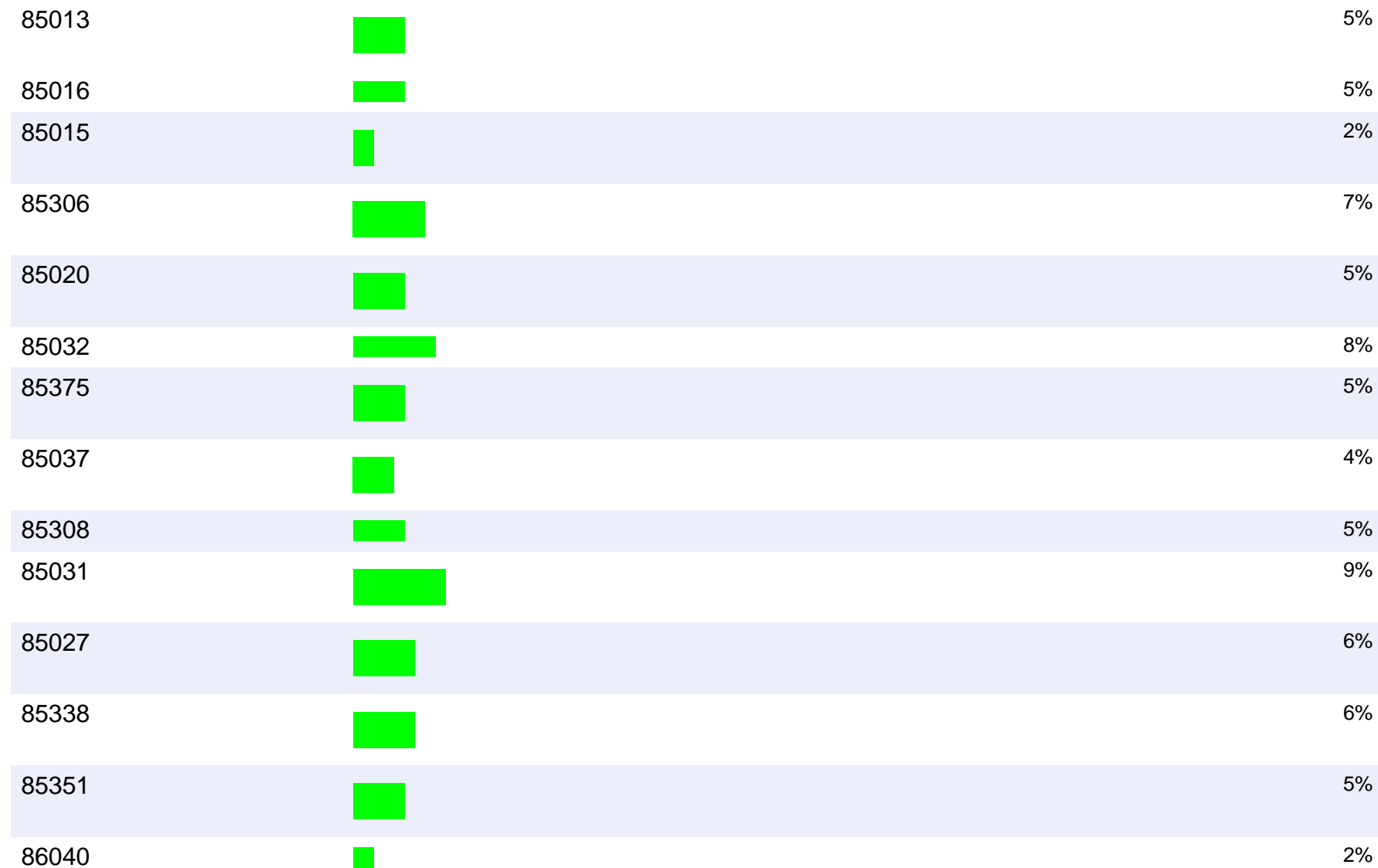
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ST JOSEPH'S HOSPITAL AND MEDICAL CENTER	350 WEST THOMAS ROAD	PHOENIX	AZ
ARIZONA HEART HOSPITAL	1930 EAST THOMAS ROAD	PHOENIX	AZ
SURGICAL SPECIALTY HOSPITAL OF ARIZONA	6501 NORTH 19TH AVENUE	PHOENIX	AZ
BANNER THUNDERBIRD MEDICAL CENTER	5555 WEST THUNDERBIRD ROAD	GLENDALE	AZ
JOHN C LINCOLN NORTH MOUNTAIN HOSPITAL	250 EAST DUNLAP AVENUE	PHOENIX	AZ
PARADISE VALLEY HOSPITAL	3929 EAST BELL ROAD	PHOENIX	AZ
BANNER DEL E WEBB MEDICAL CENTER	14502 WEST MEEKER BOULEVARD	SUN CITY WEST	AZ
BANNER ESTRELLA MEDICAL CENTER	9201 WEST THOMAS ROAD	PHOENIX	AZ
ARROWHEAD HOSPITAL	18701 NORTH 67TH AVENUE	GLENDALE	AZ
MARYVALE HOSPITAL	5102 WEST CAMPBELL AVENUE	PHOENIX	AZ
JOHN C LINCOLN DEER VALLEY HOSPITAL	19829 NORTH 27TH AVENUE	PHOENIX	AZ
WEST VALLEY HOSPITAL	13677 WEST MCDOWELL ROAD	GOODYEAR	AZ
BANNER BOSWELL MEDICAL CENTER	10401 WEST THUNDERBIRD BOULEVARD	SUN CITY	AZ
PAGE HOSPITAL	501 NORTH NAVAJO DRIVE	PAGE	AZ

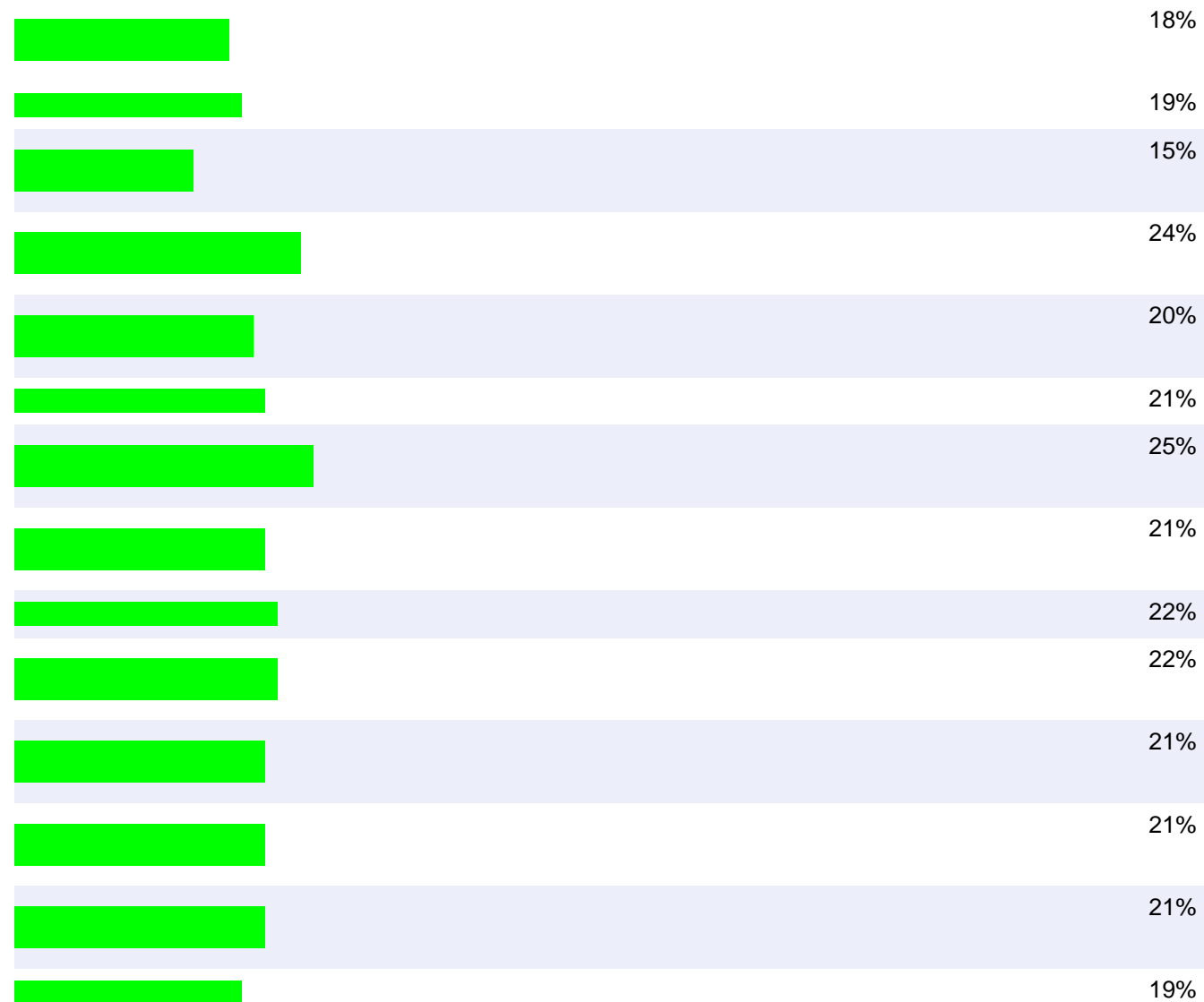
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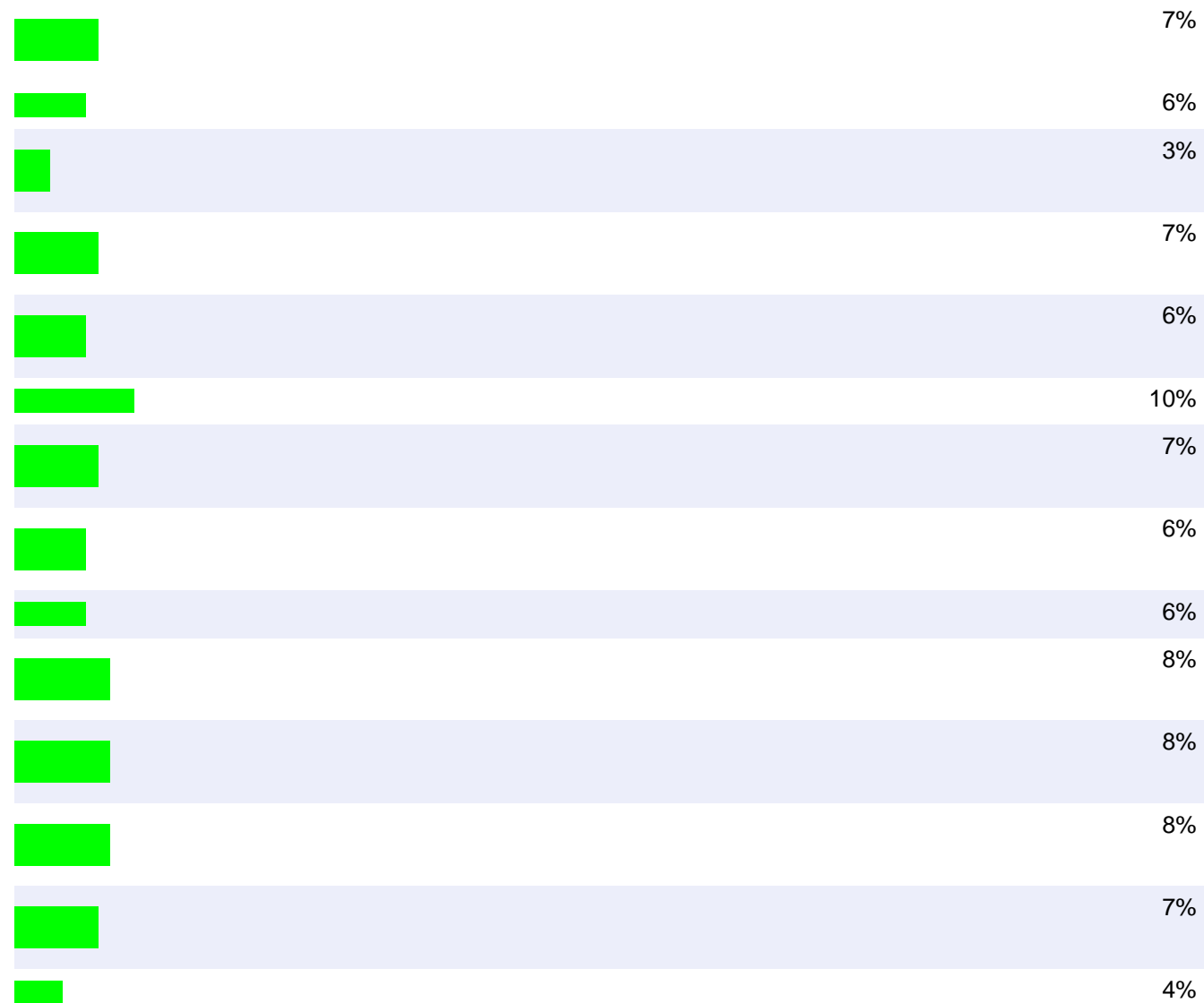
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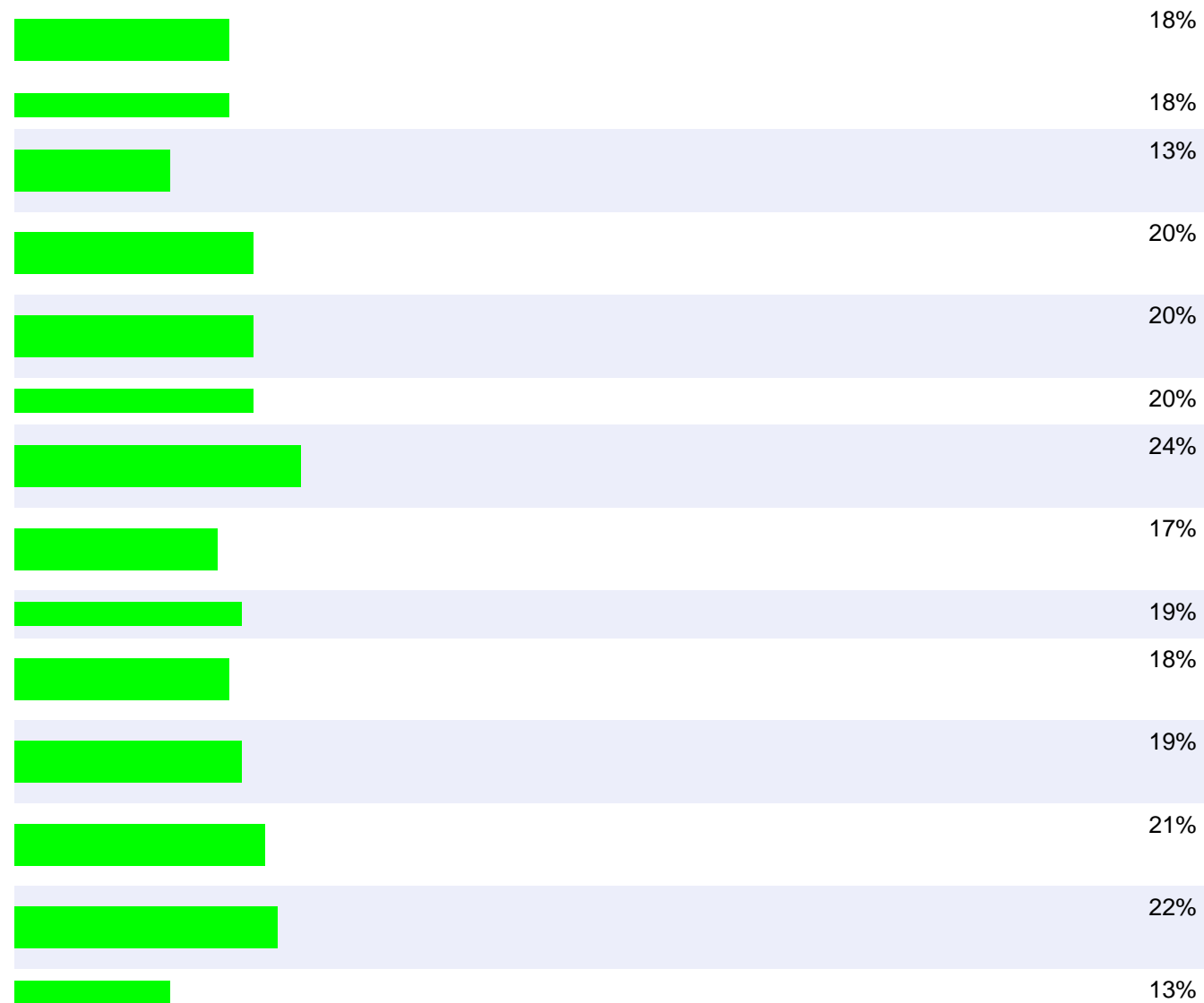
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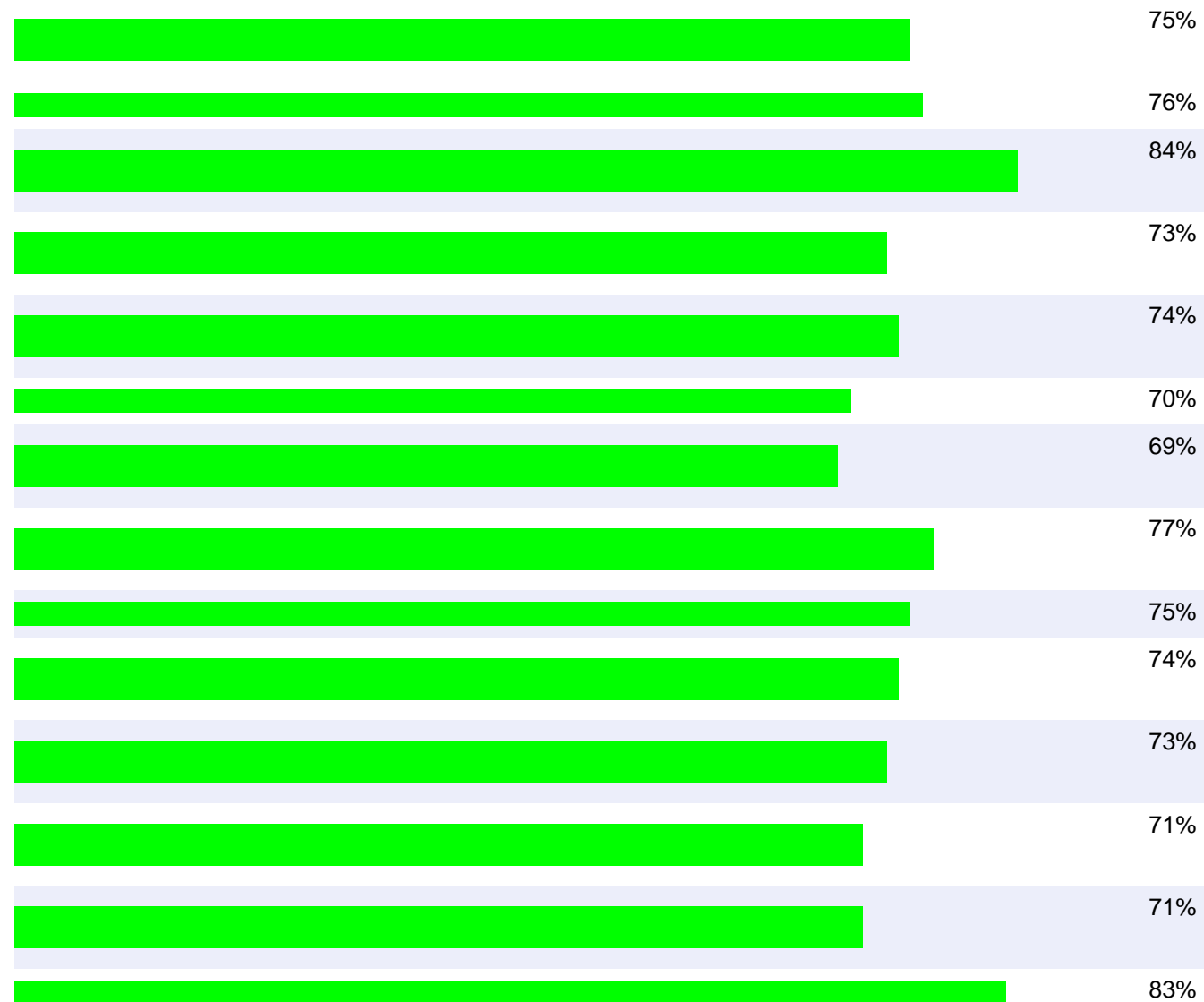
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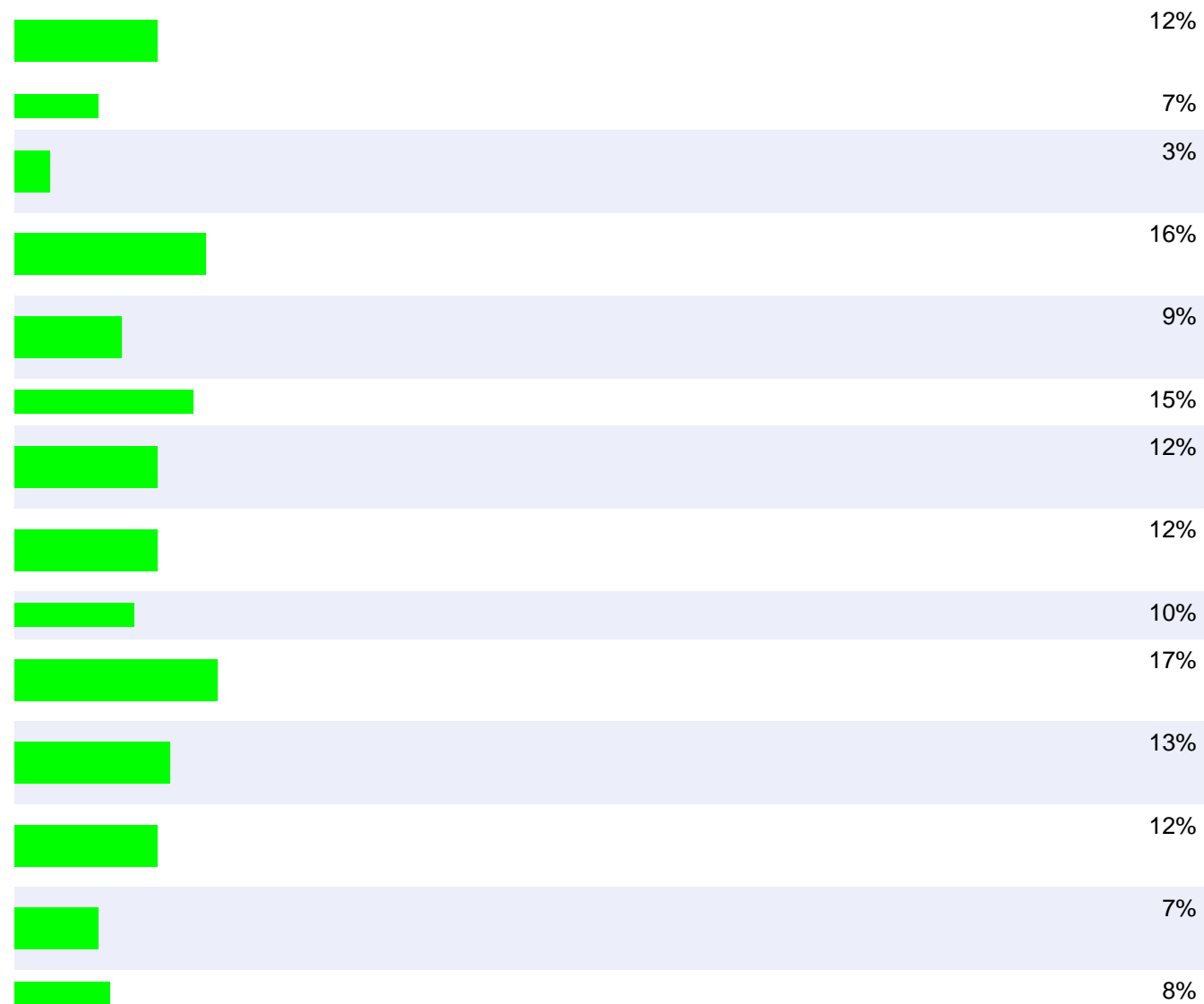
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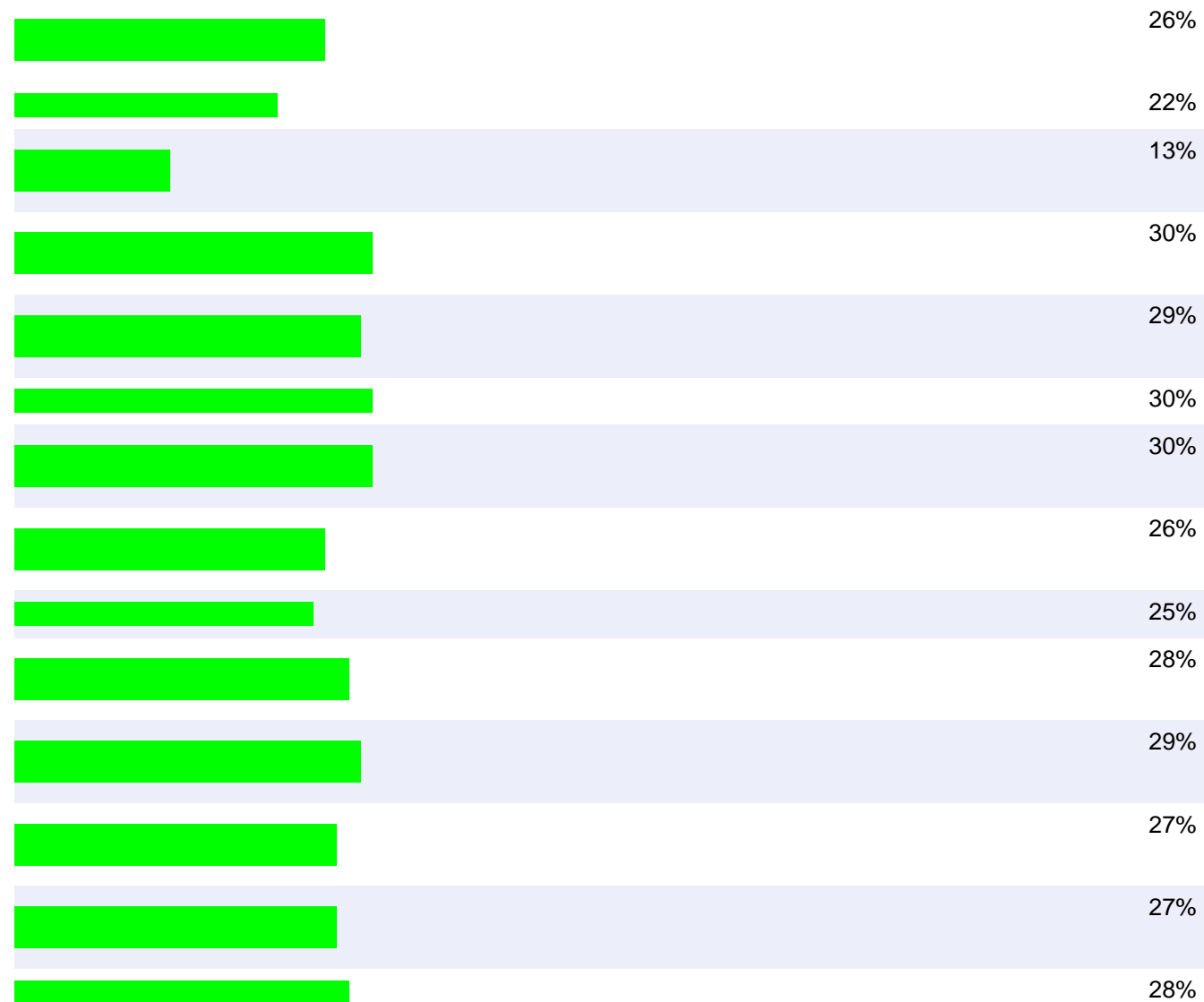
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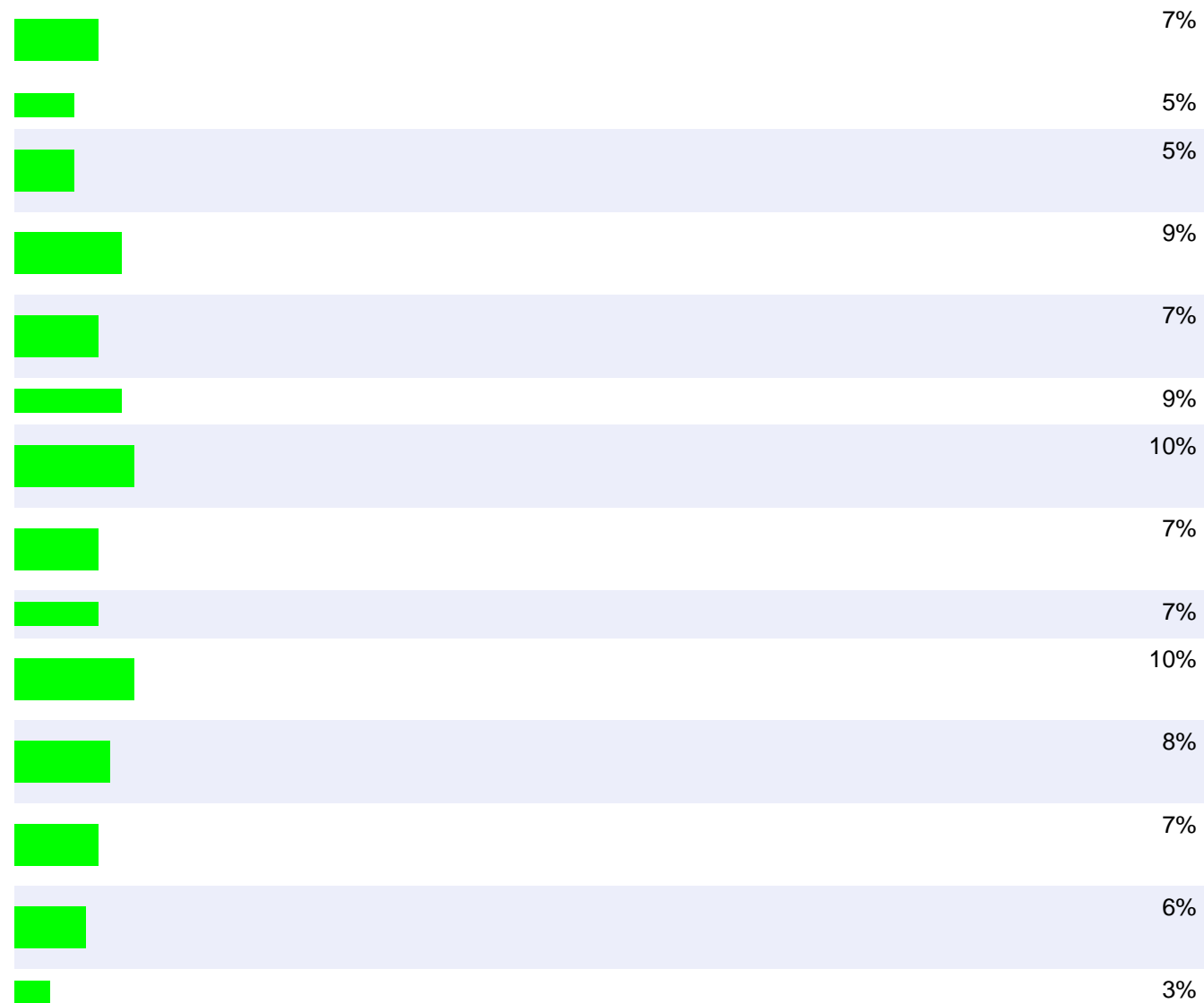
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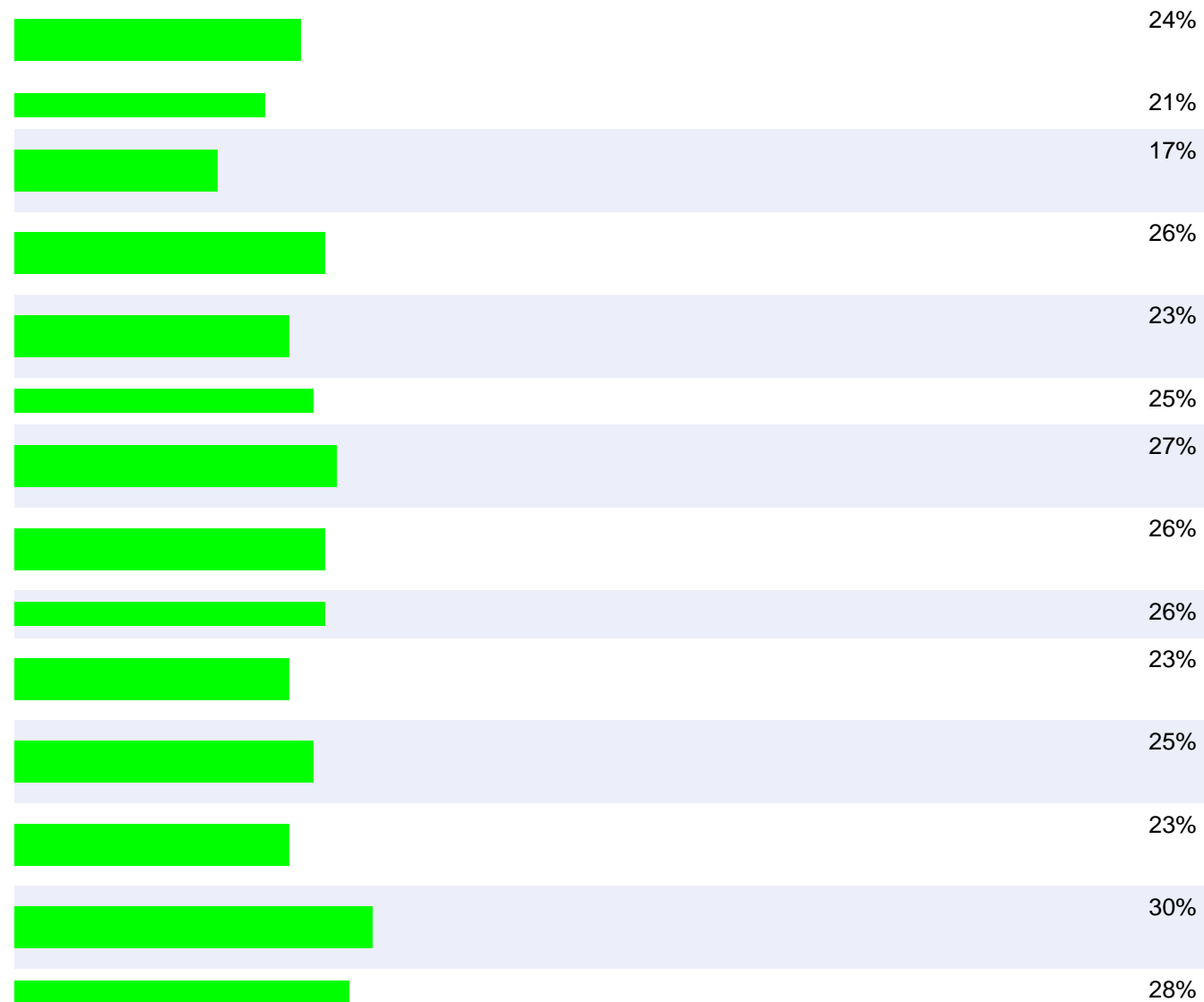
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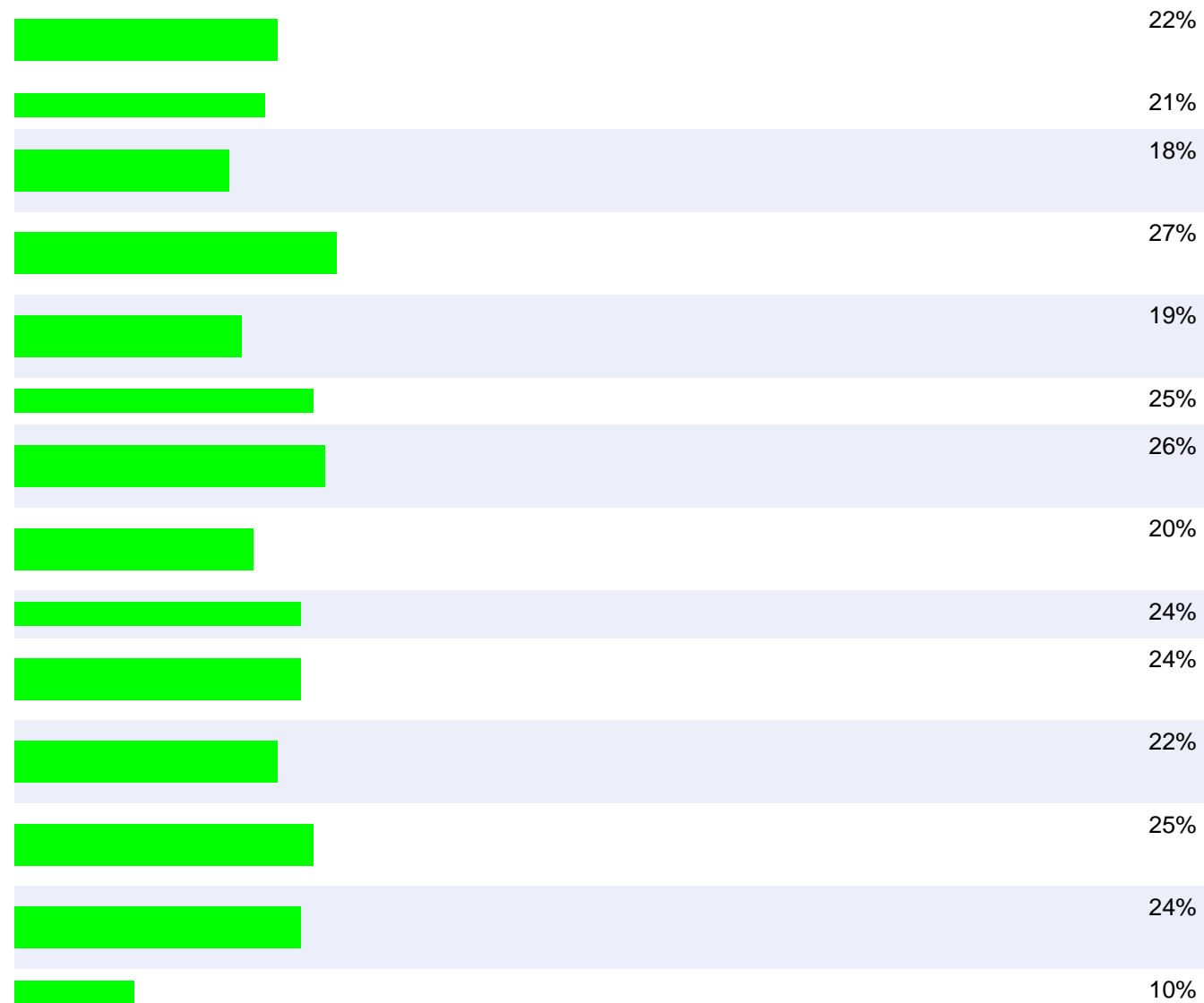
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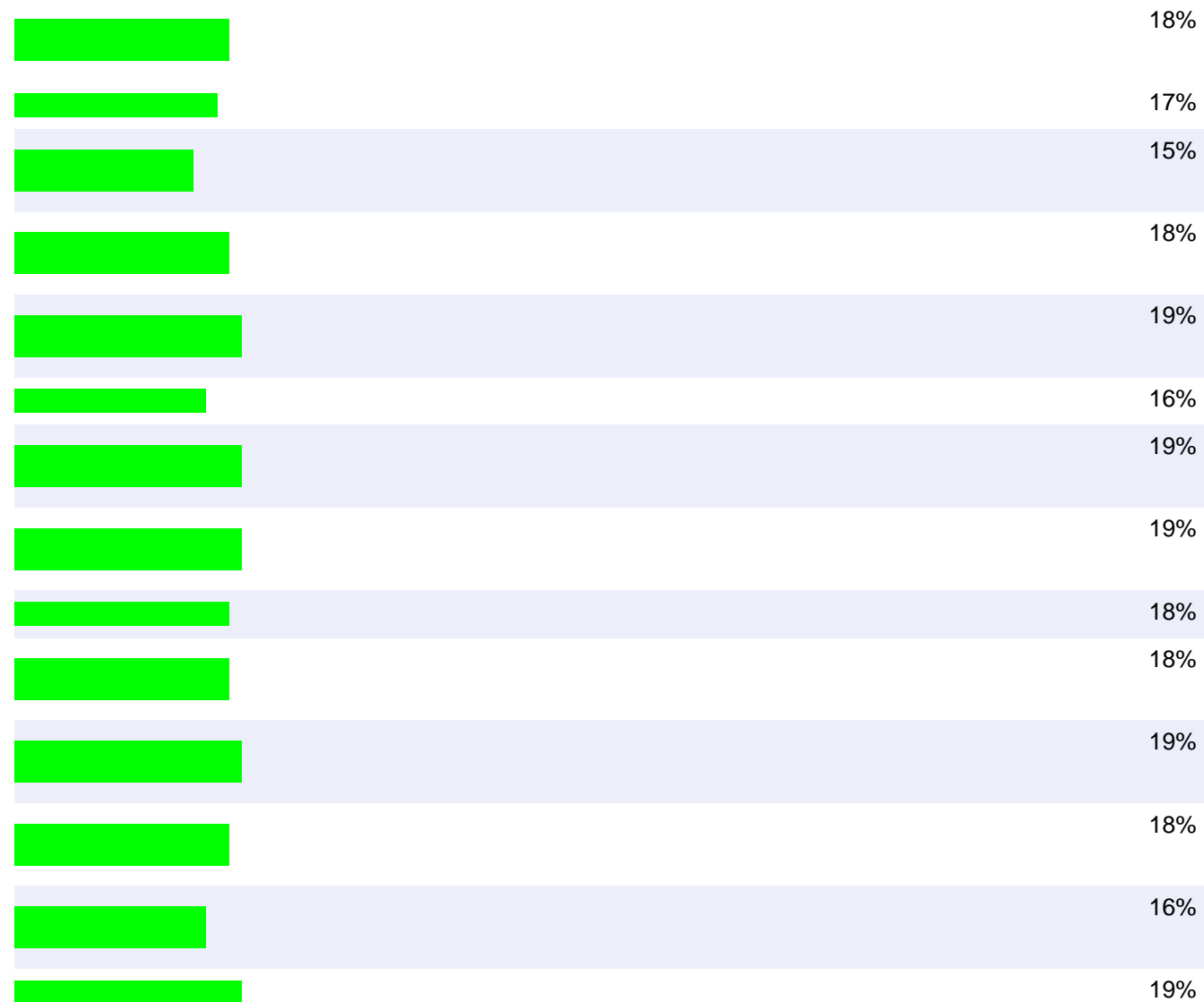
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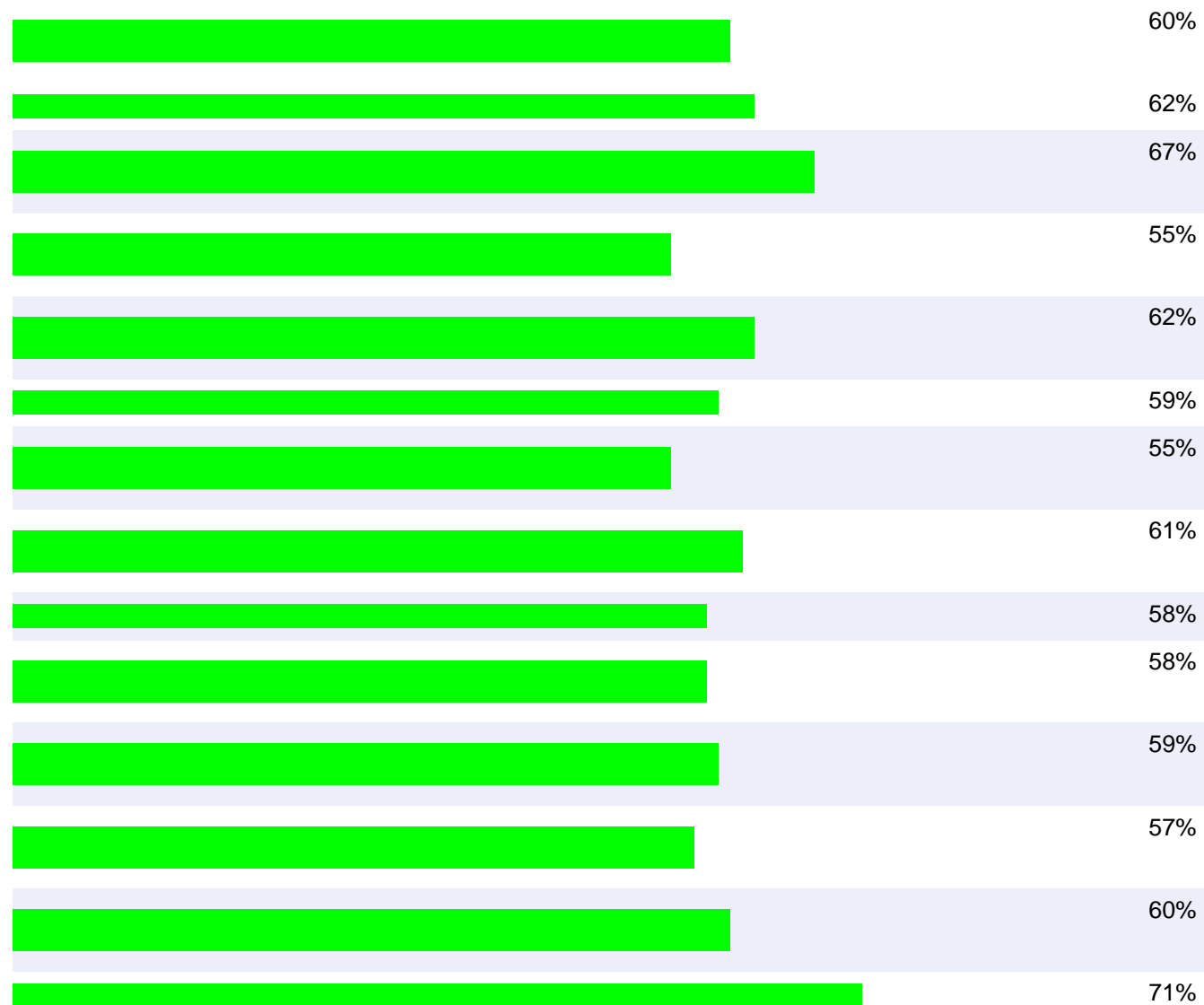
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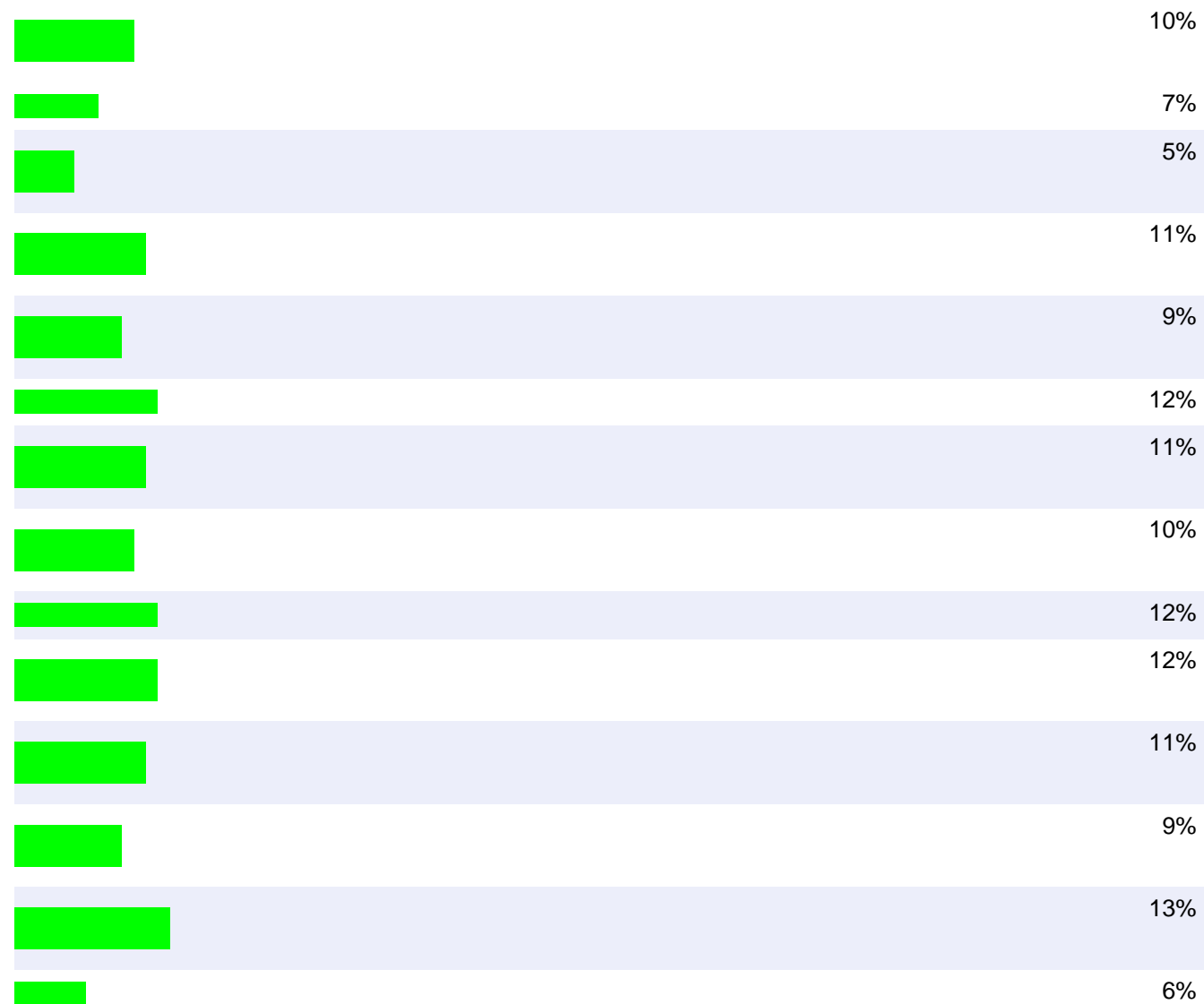
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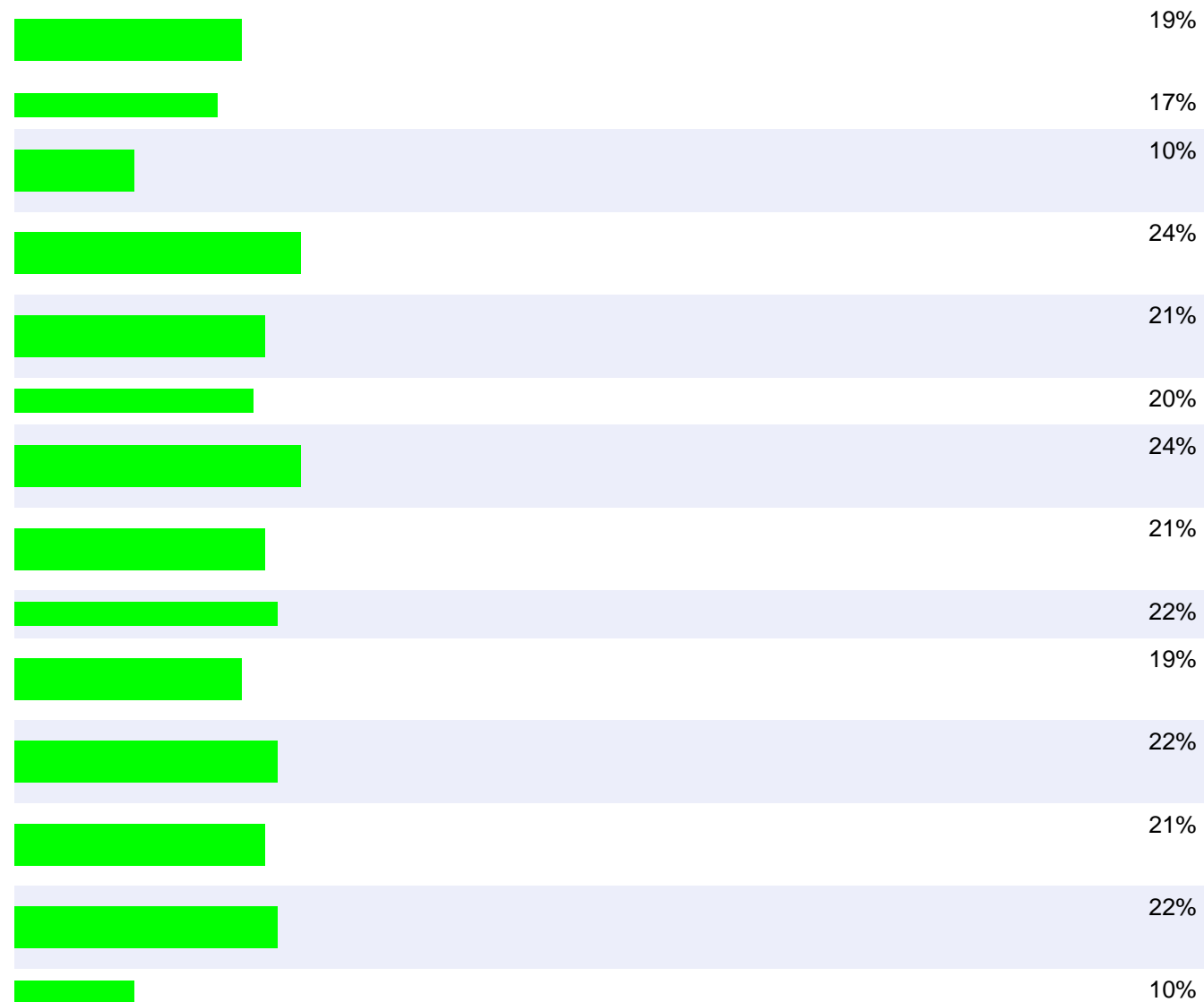
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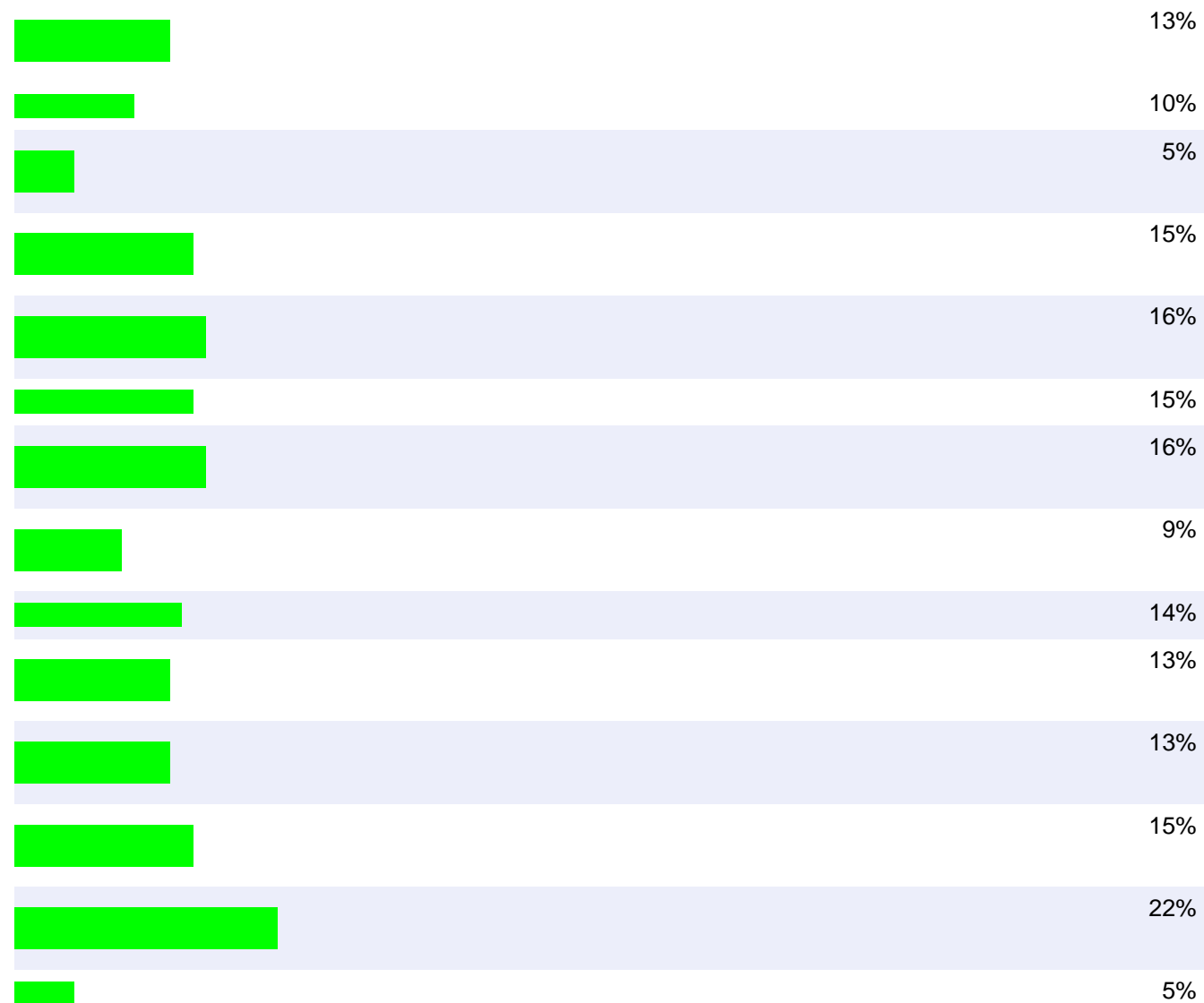
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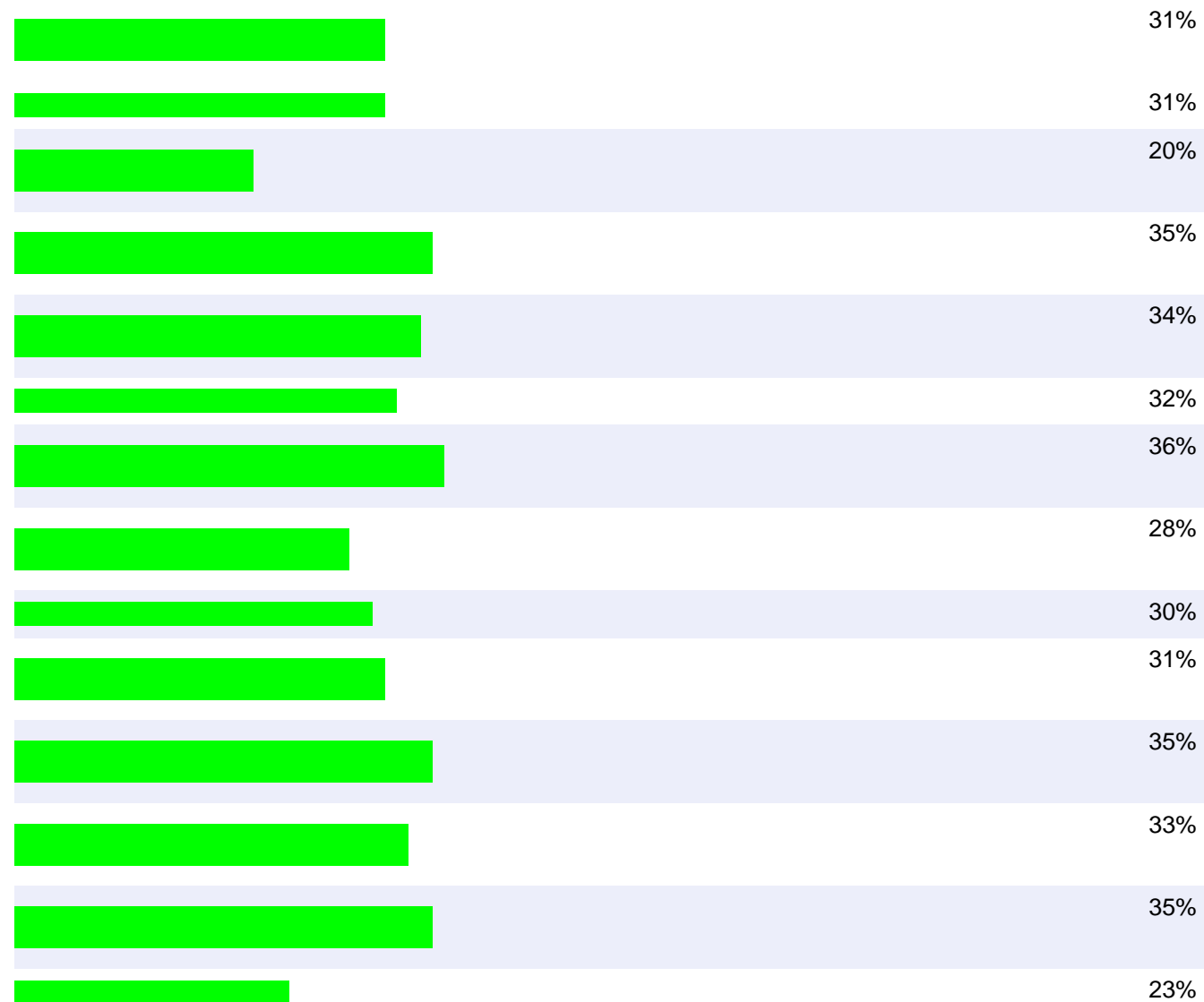
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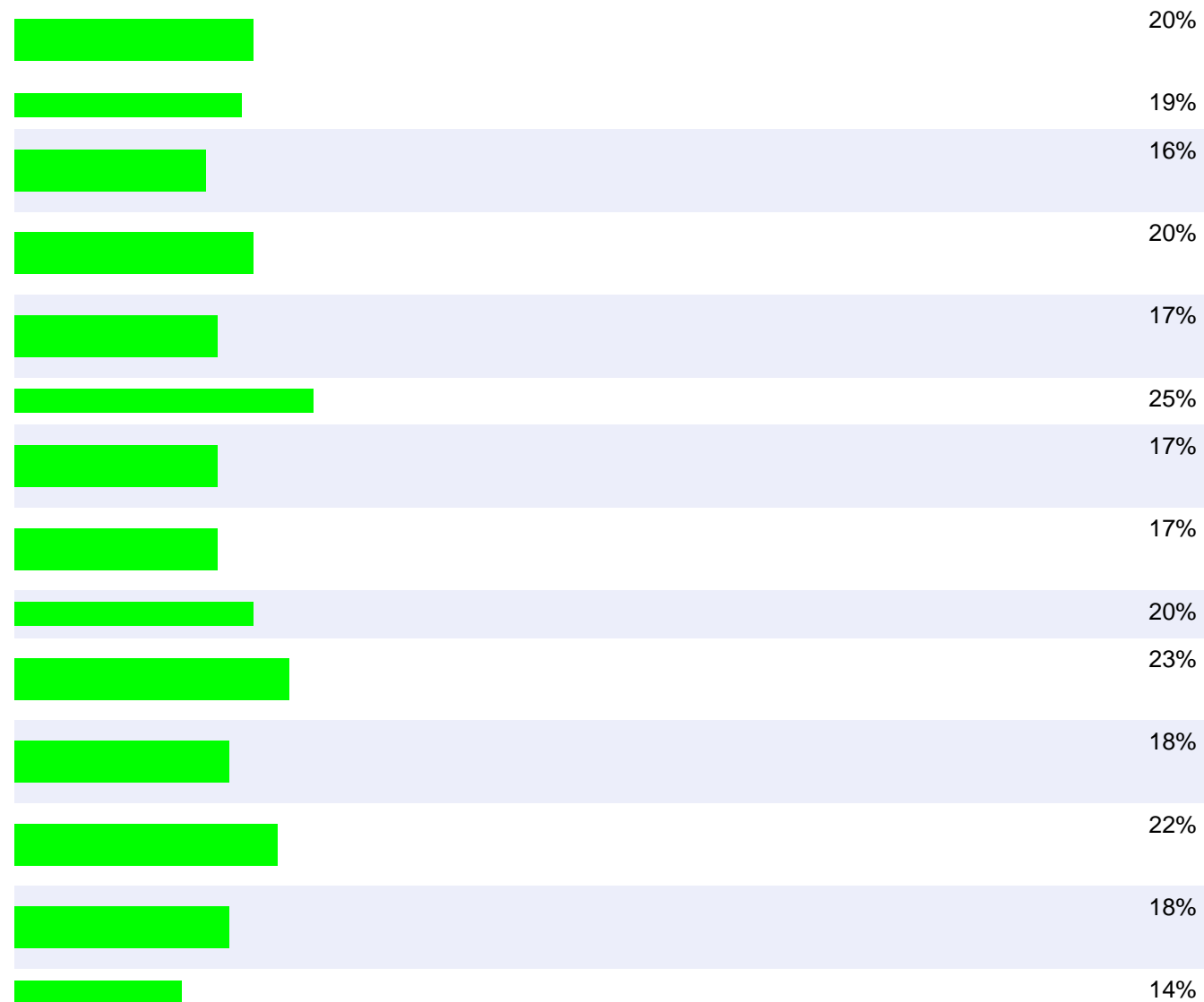
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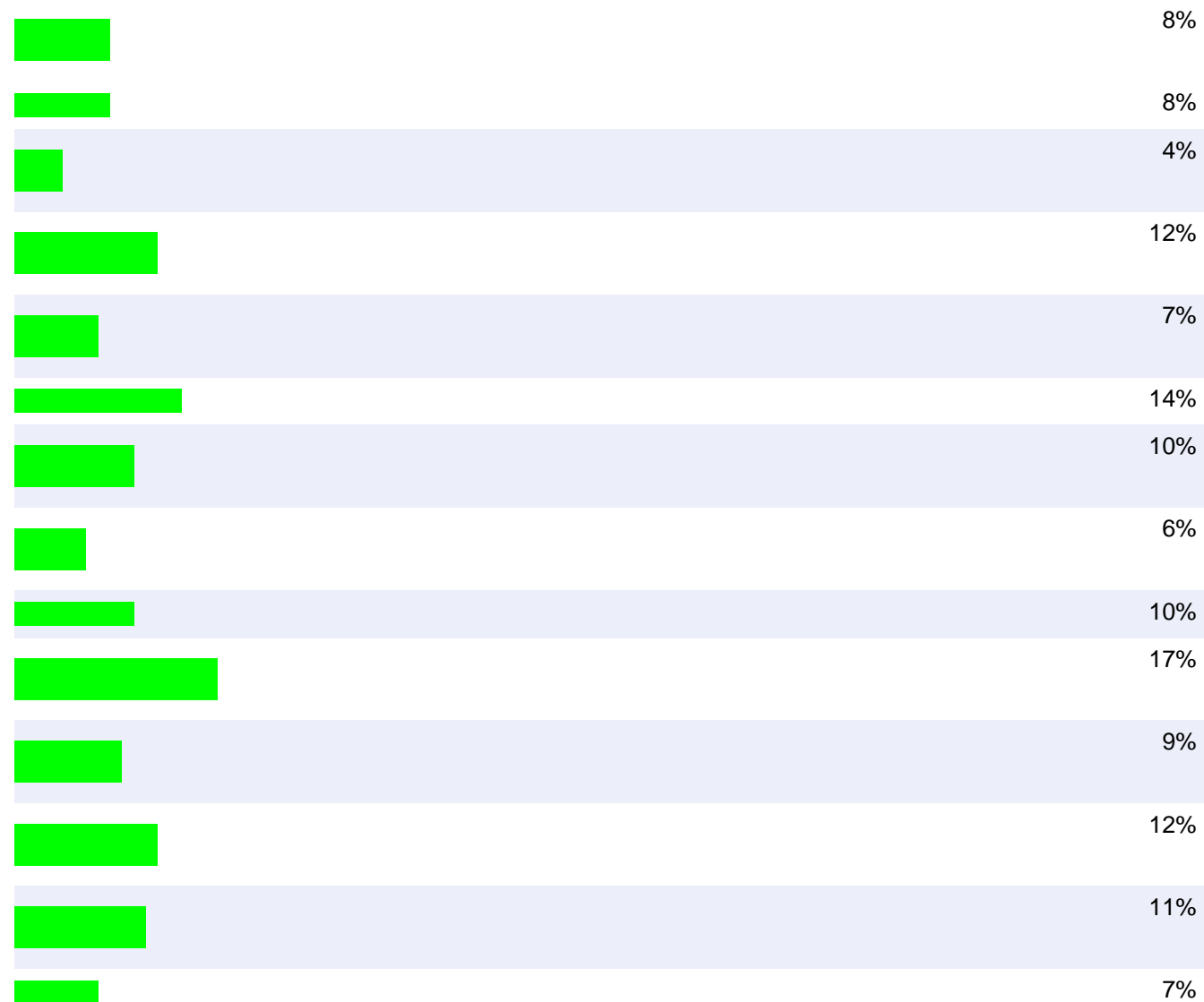
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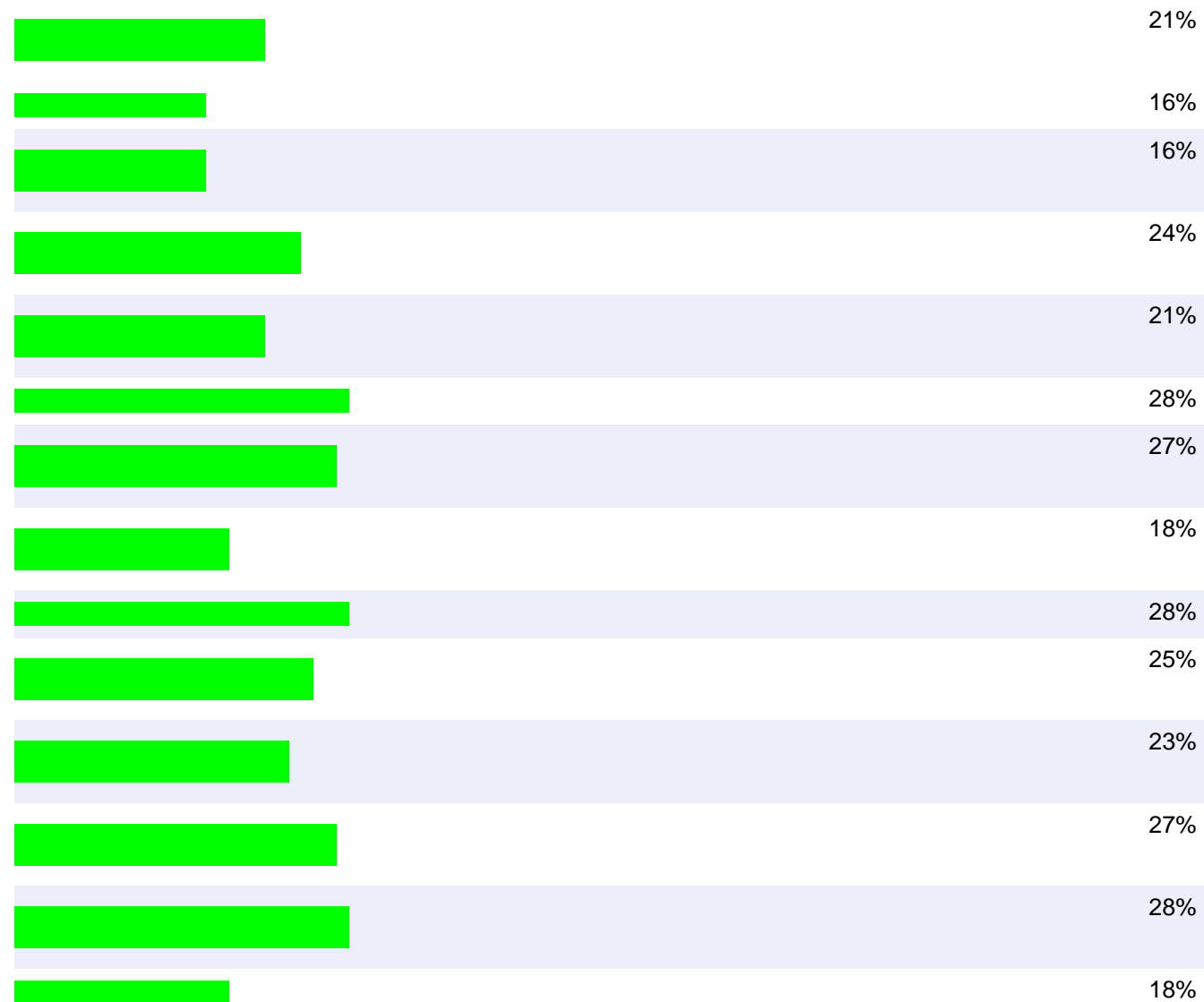
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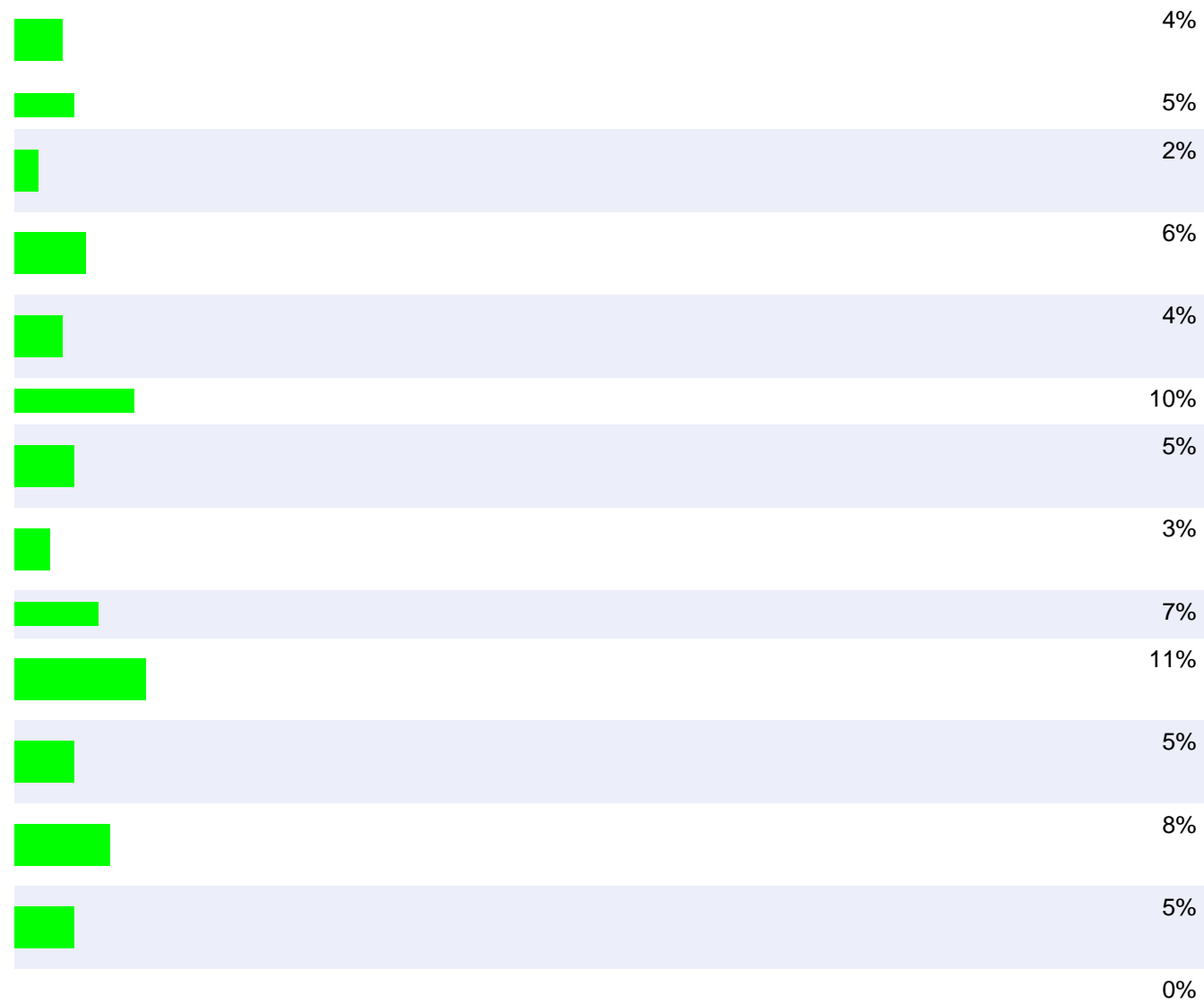
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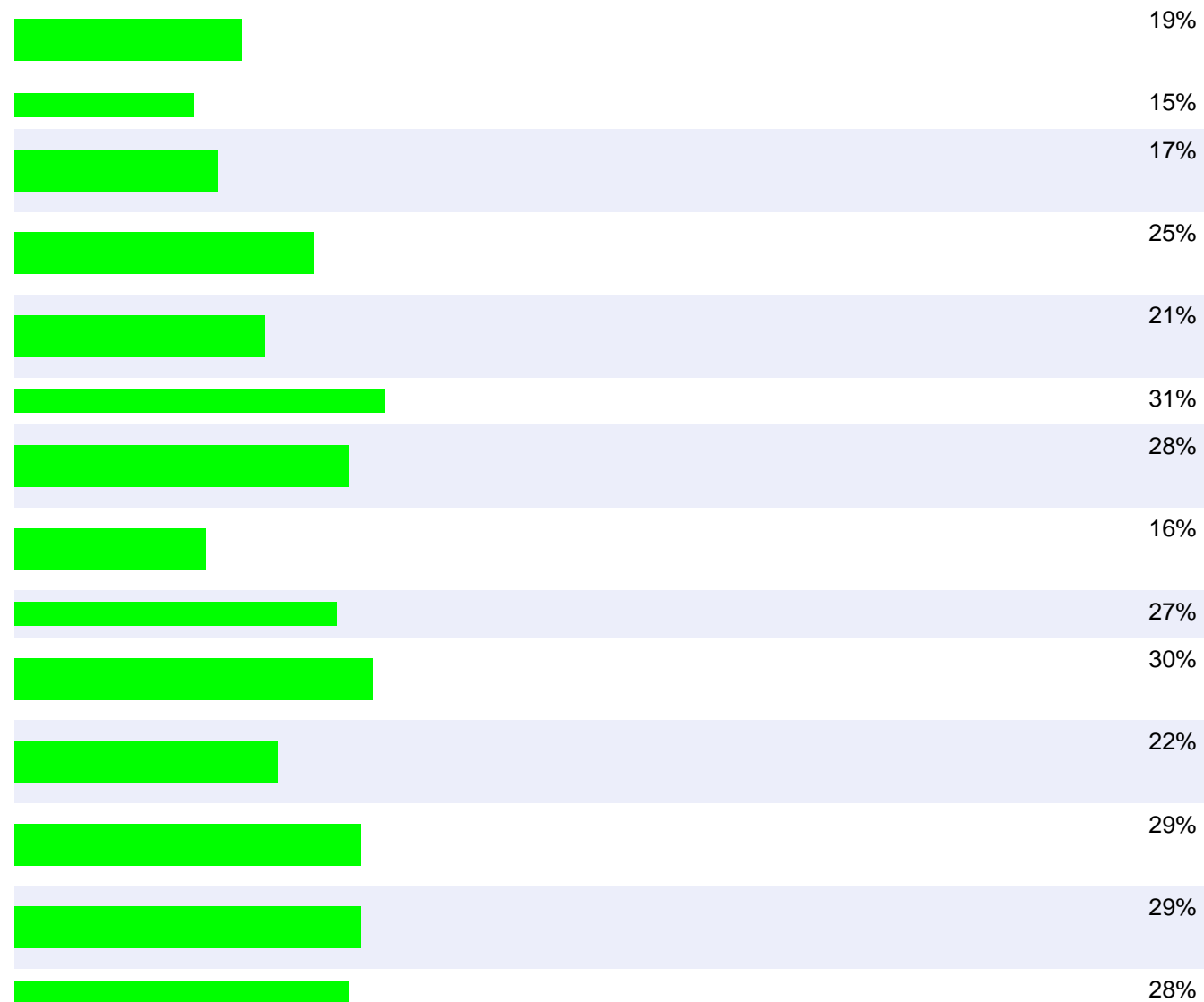
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# Hospital survey

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300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

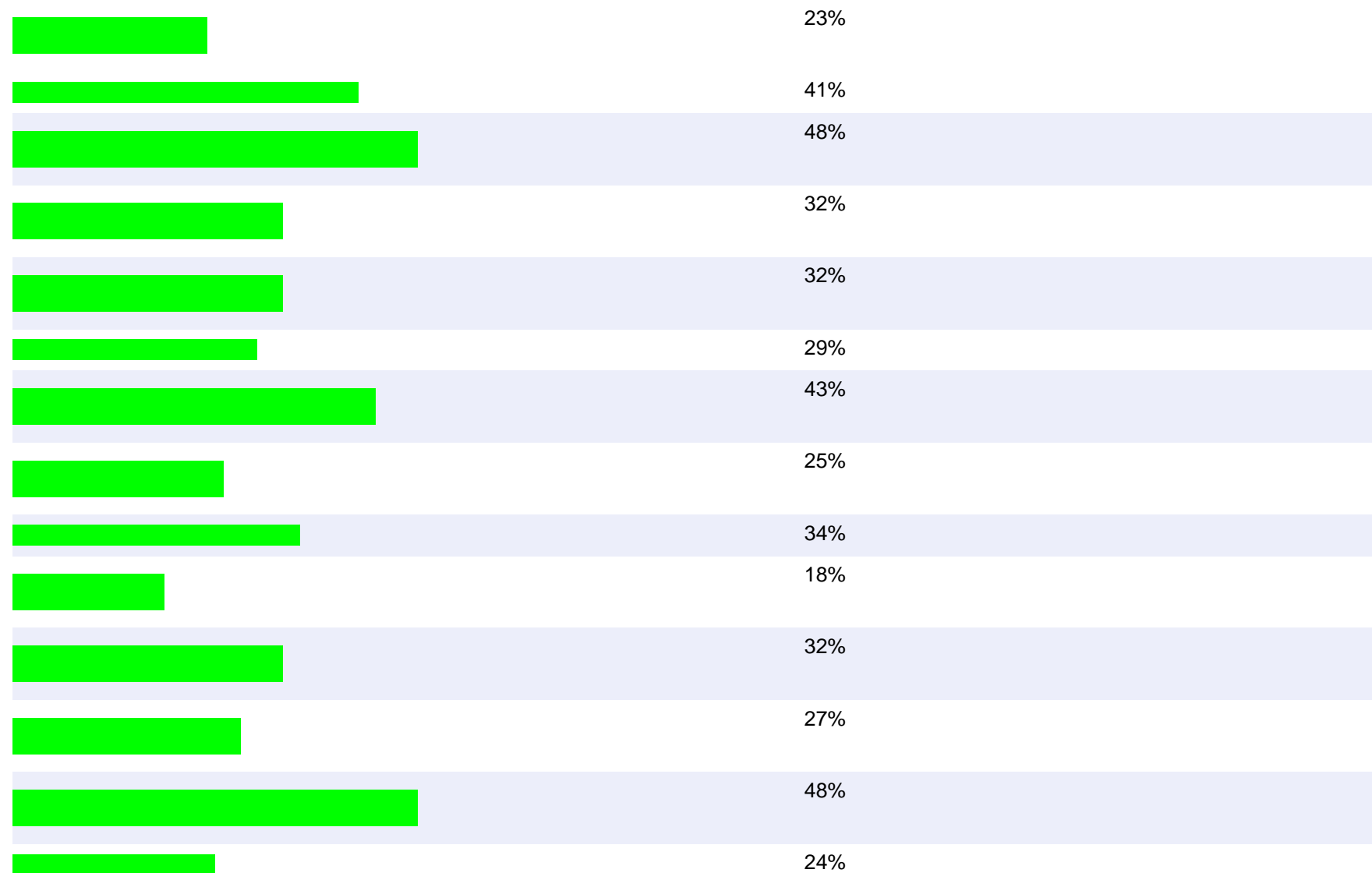
300 or more

300 or more

Between 100 and 299

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







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HUALAPAI MOUNTAIN MEDICAL CENTER	3801 SANTA ROSA DRIVE	KINGMAN	AZ
TUBA CITY REGIONAL HEALTH CARE CORPORATION	PO BOX 600	TUBA CITY	AZ
LITTLE COLORADO MEDICAL CENTER	1501 NORTH WILLIAMSON AVENUE	WINSLOW	AZ
WHITE MOUNTAIN REGIONAL MEDICAL CENTER	118 SOUTH MOUNTAIN AVE	SPRINGERVILLE	AZ
YUMA REGIONAL MEDICAL CENTER	2400 SOUTH AVENUE A	YUMA	AZ
MT GRAHAM REGIONAL MEDICAL CENTER	1600 S 20TH AVENUE	SAFFORD	AZ
COBRE VALLEY REGIONAL MEDICAL CENTER	5880 SOUTH HOSPITAL DRIVE	GLOBE	AZ
YAVAPAI REGIONAL MEDICAL CENTER-EAST	7700 EAST FLORENTINE ROAD	PRESCOTT VALLEY	AZ
YAVAPAI REGIONAL MEDICAL CENTER	1003 WILLOW CREEK ROAD	PRESCOTT	AZ
PAYSON REGIONAL MEDICAL CENTER	807 SOUTH PONDEROSA DRIVE	PAYSON	AZ
PHS INDIAN HOSPITAL-SAN CARLOS	PO BOX 208	SAN CARLOS	AZ
SUMMIT HEALTHCARE REGIONAL	2200 SHOW LOW LAKE	SHOW LOW	AZ

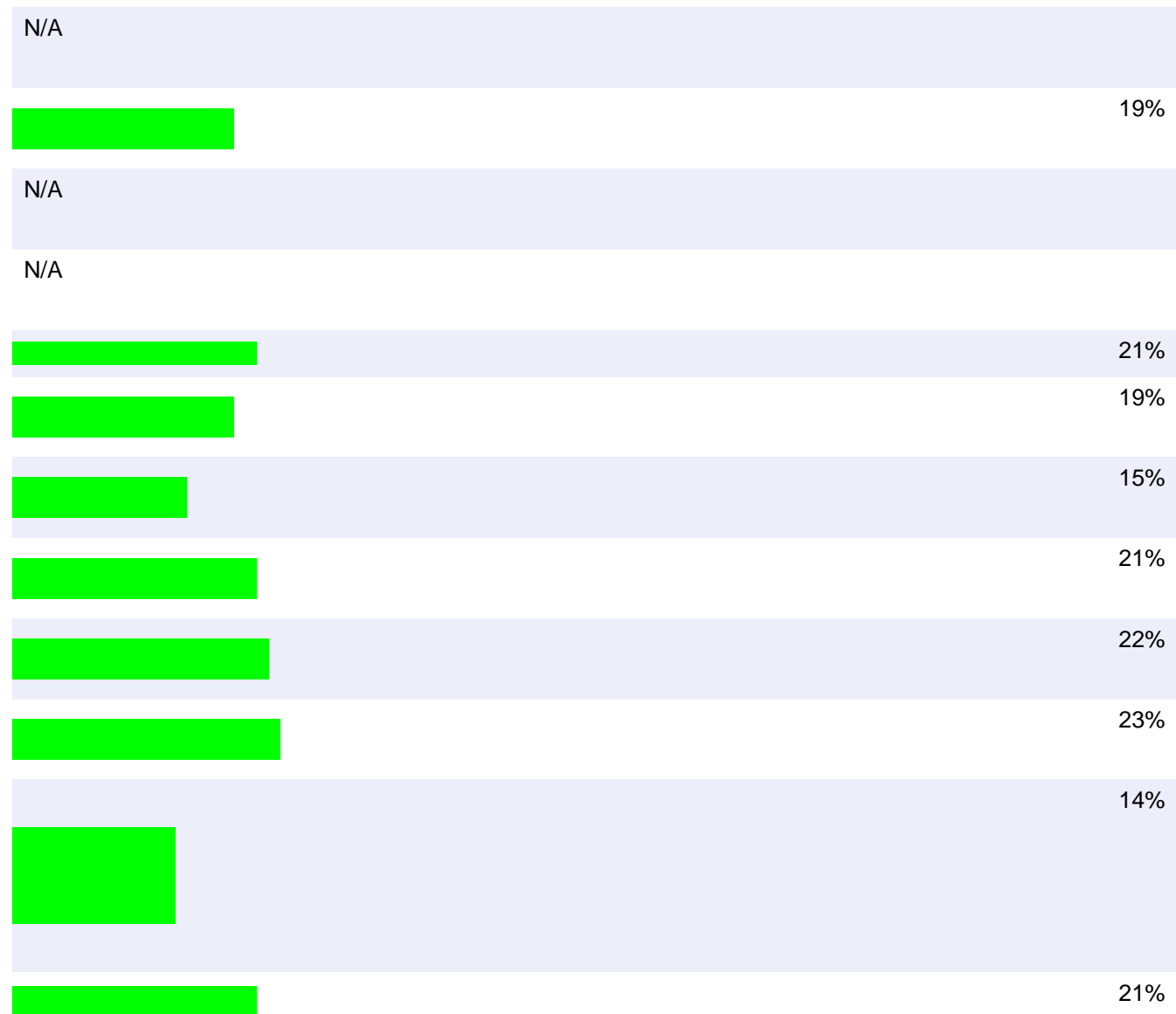
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86401	N/A	
86045		2%
86047	N/A	
85938	N/A	
85364		6%
85546		5%
85501		4%
86314		4%
86301		5%
85541		6%
85550		0%
85901		4%

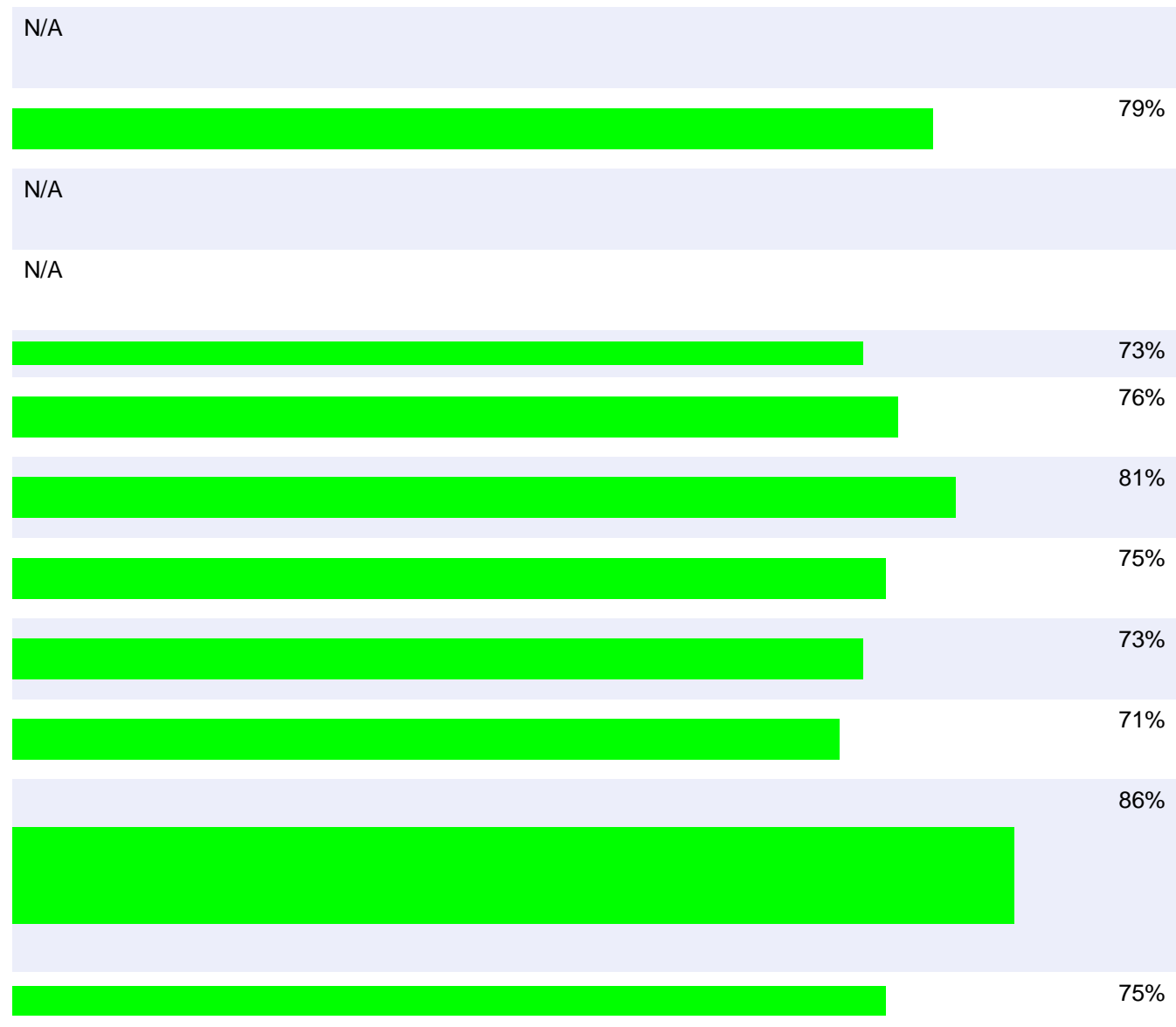
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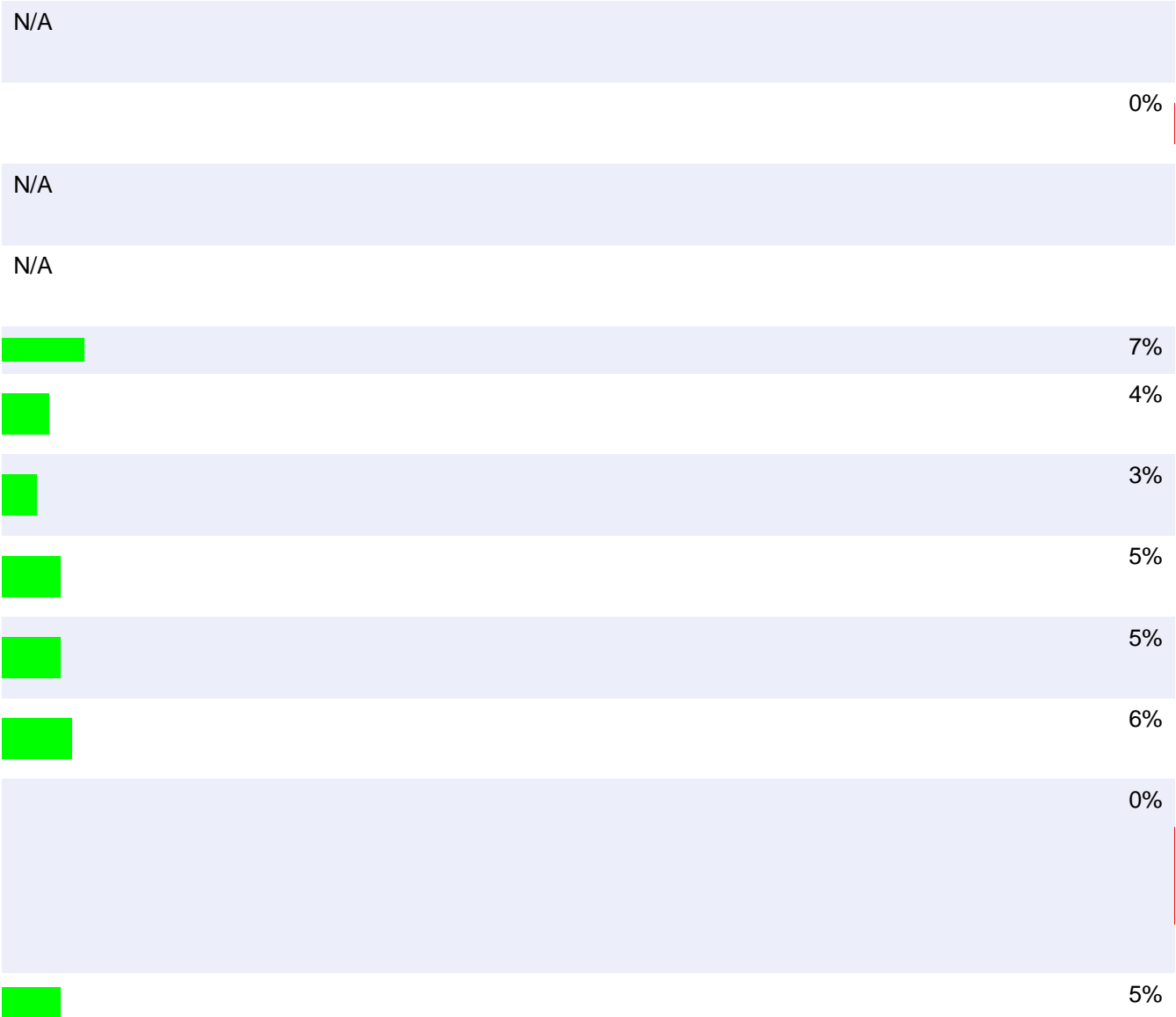
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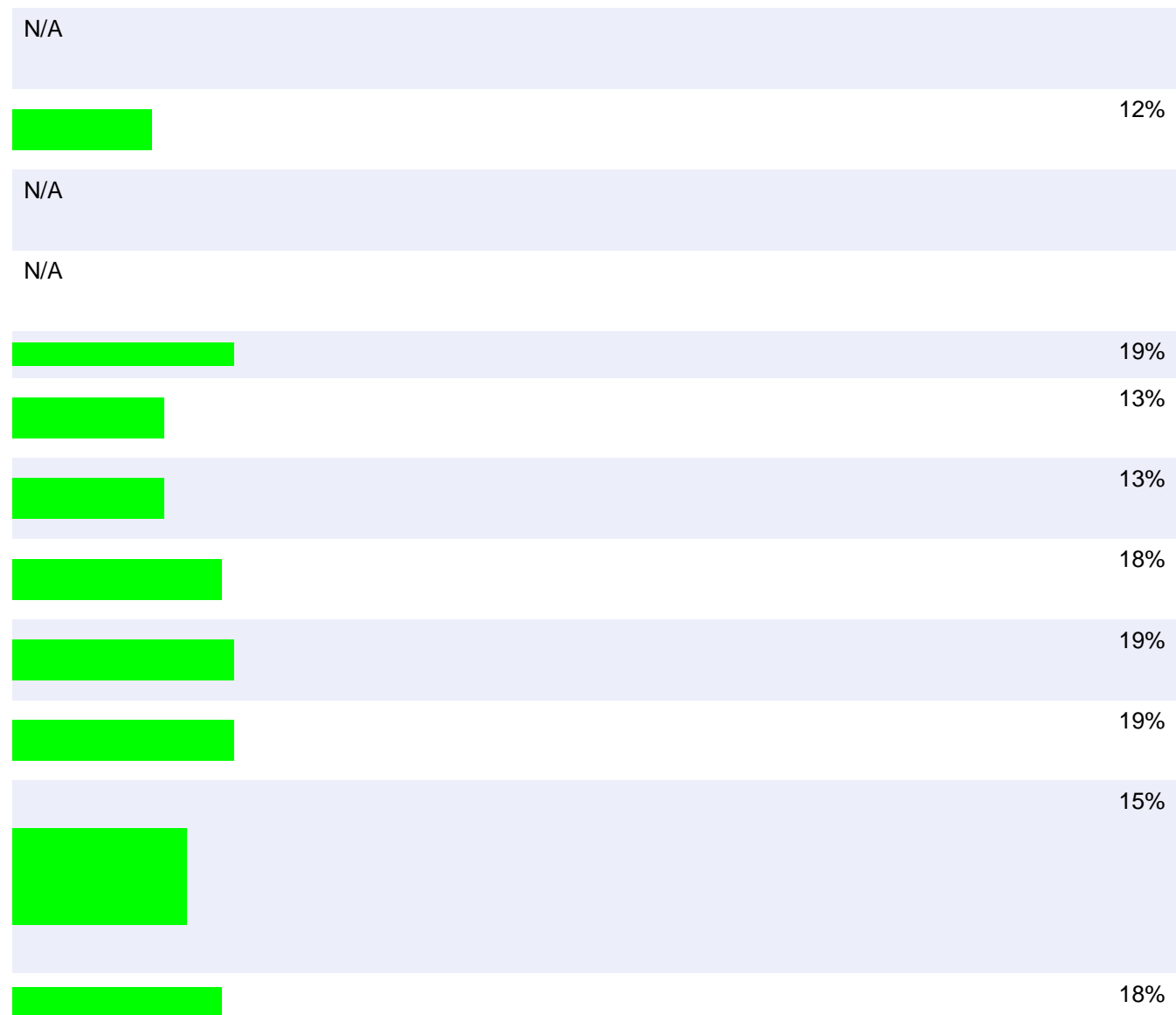
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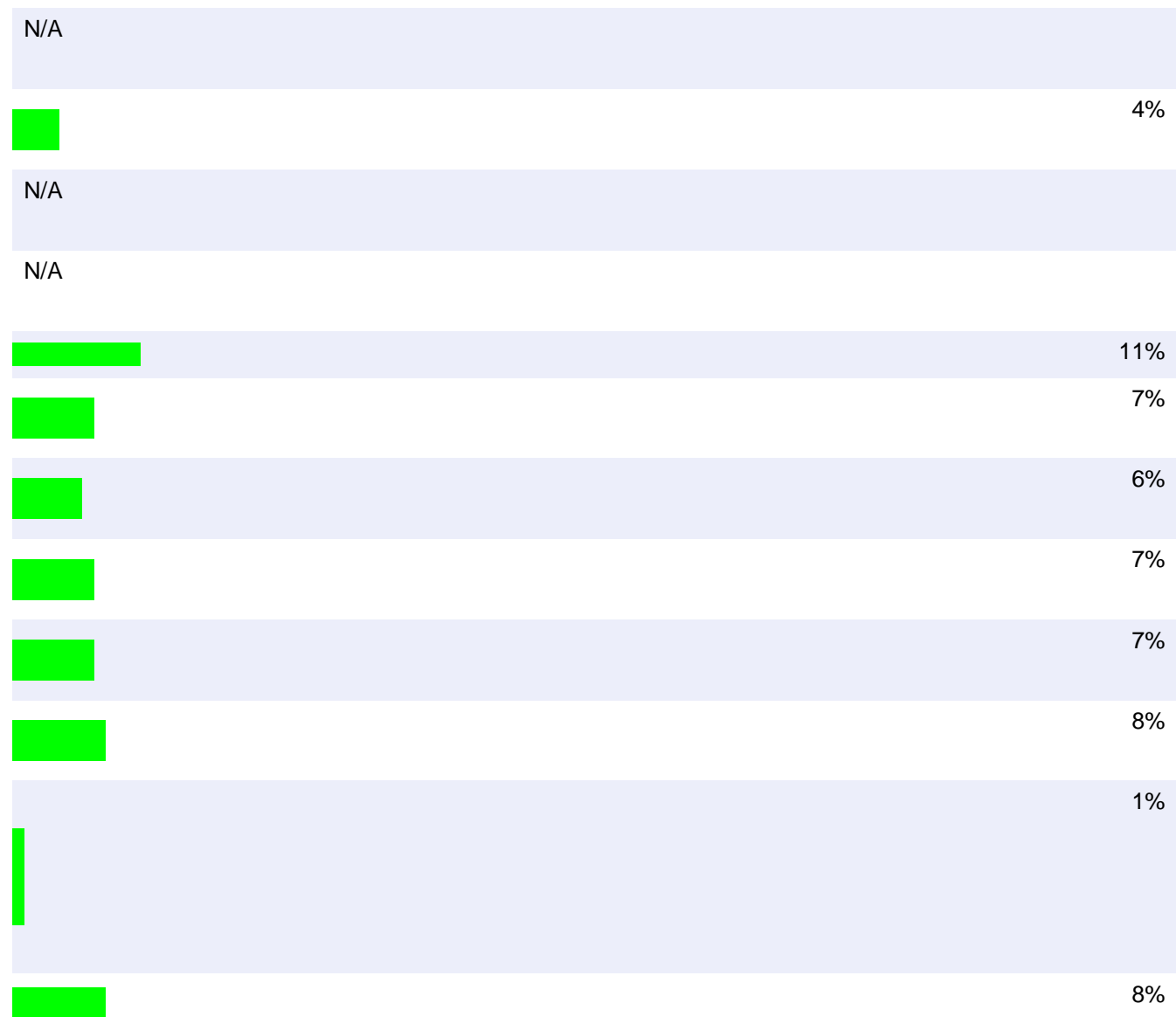
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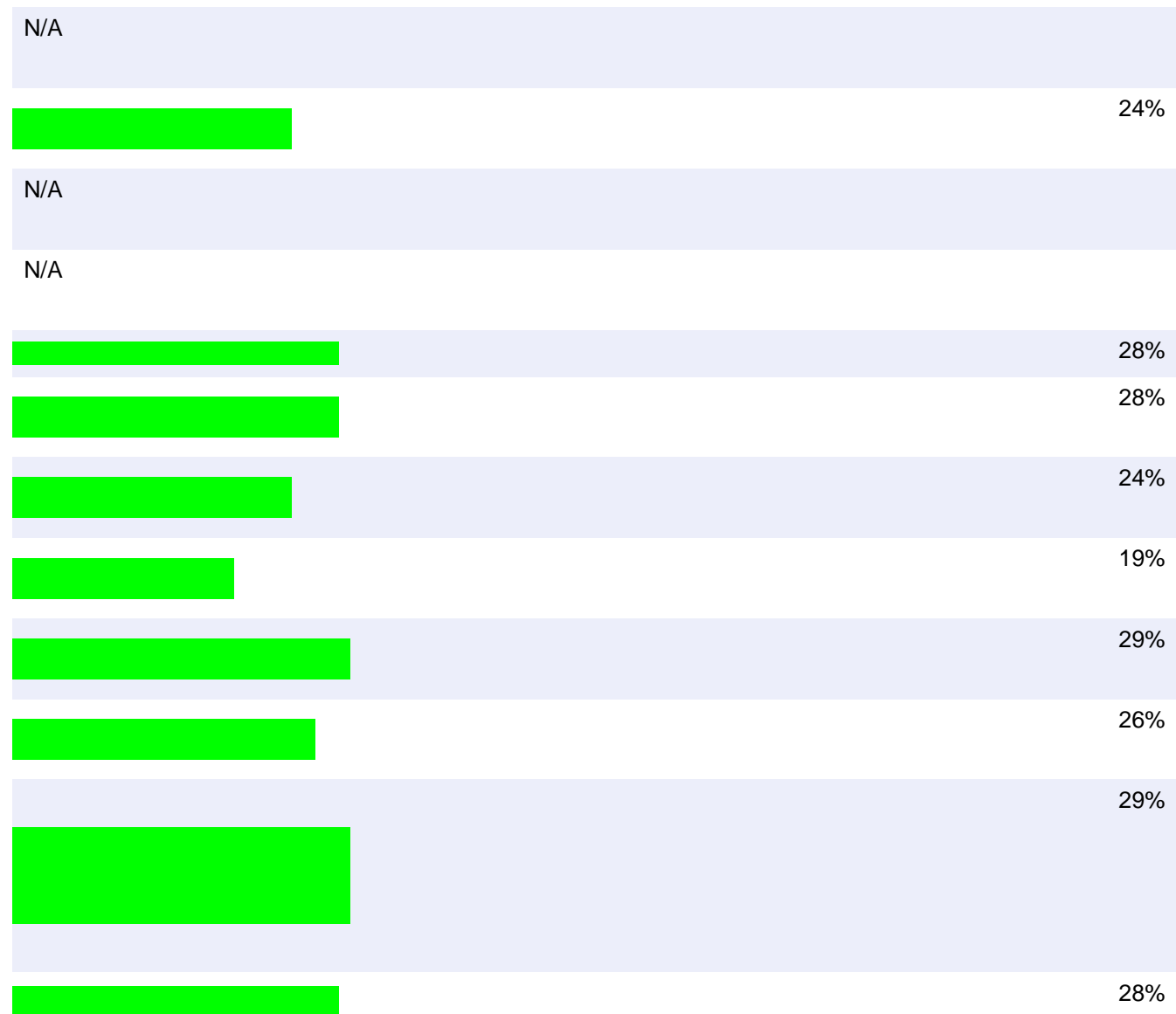
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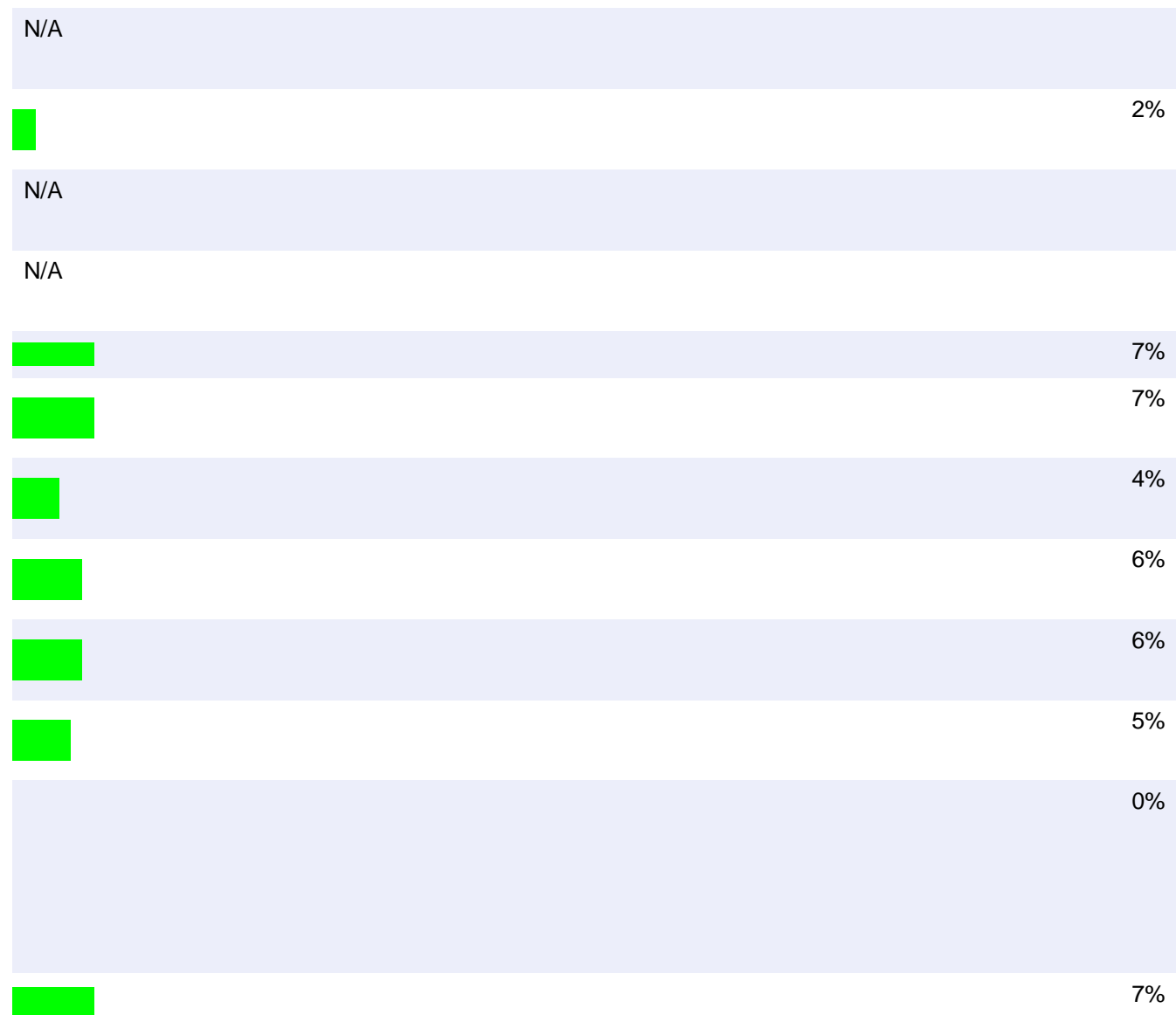
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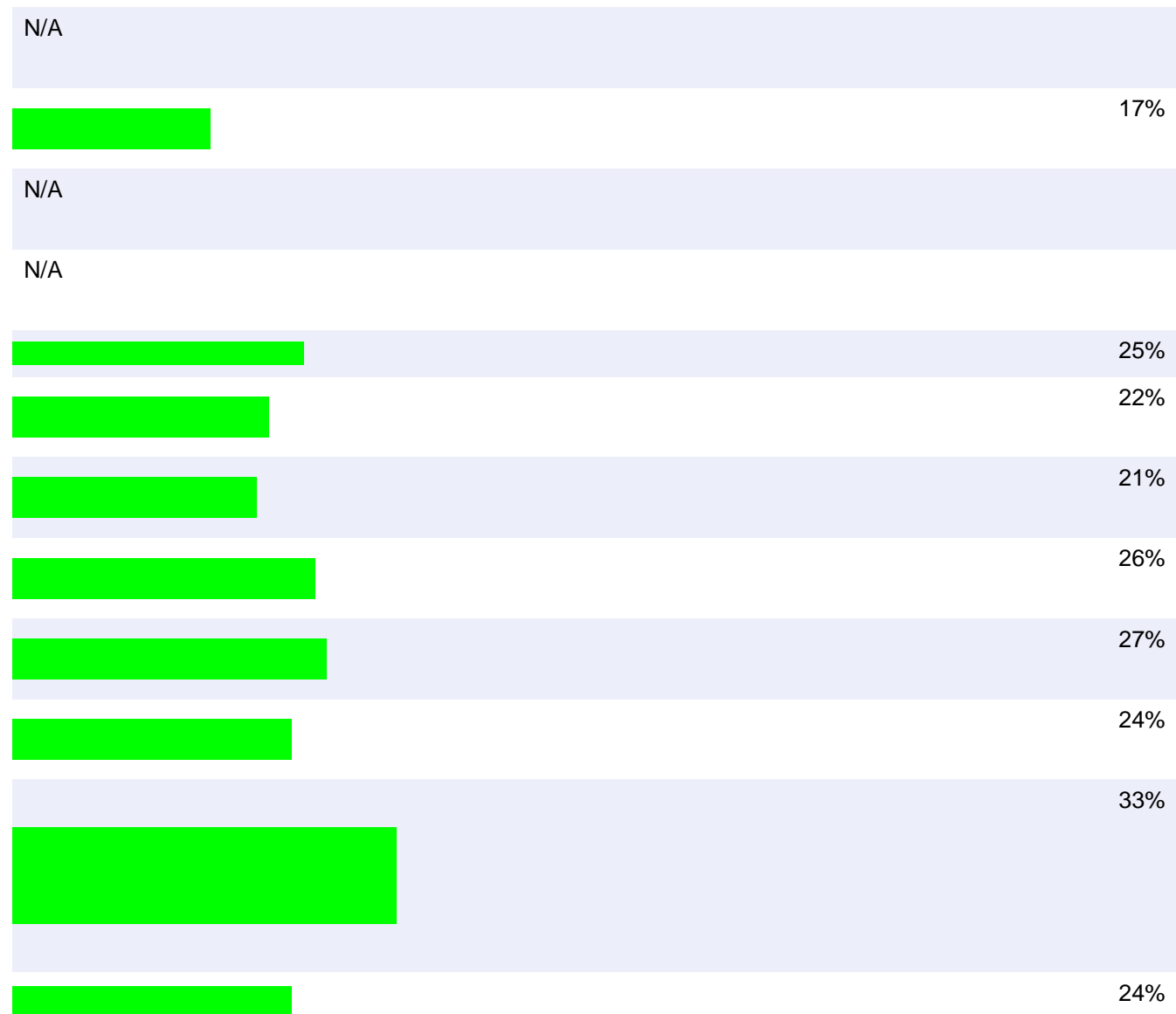
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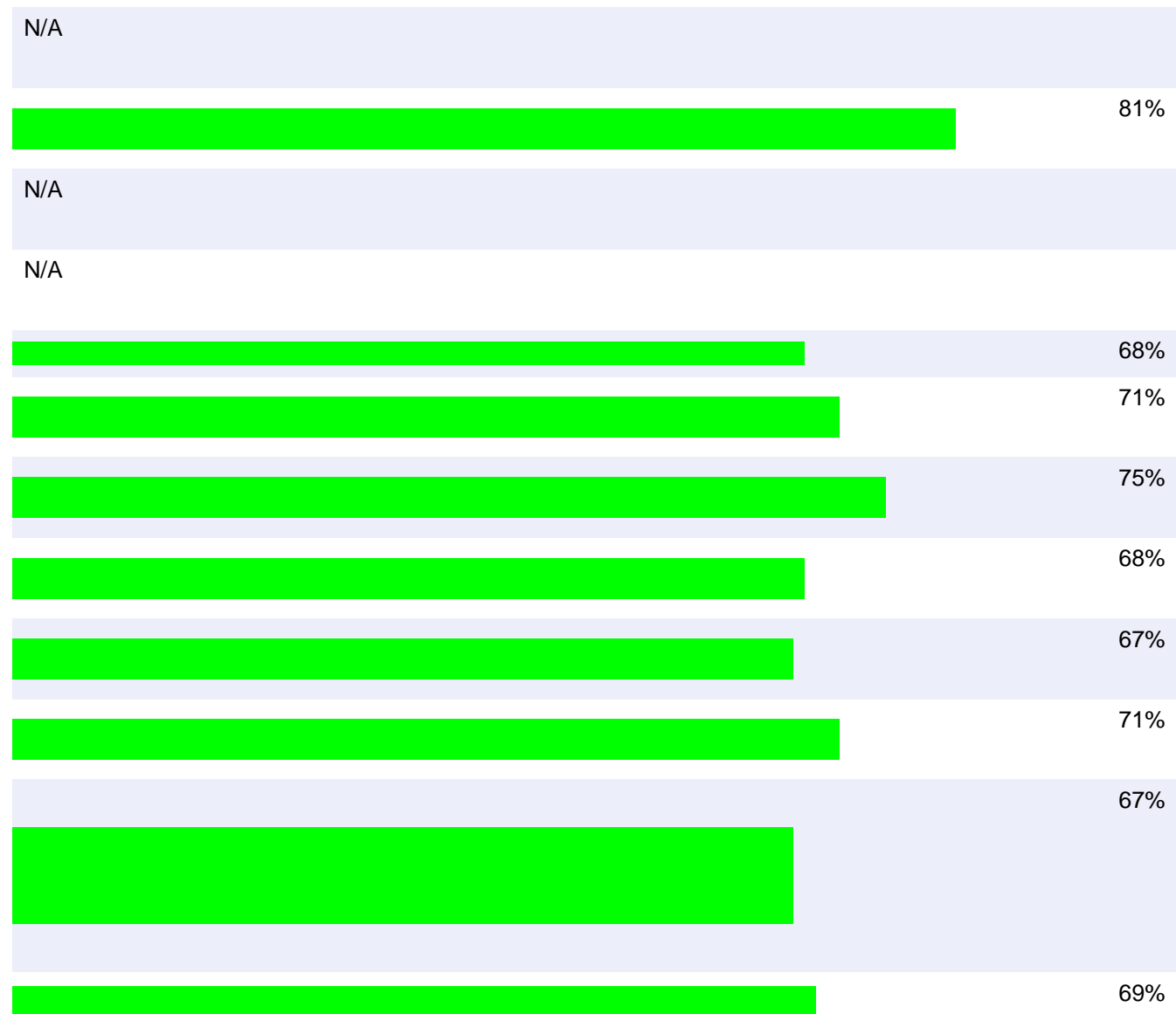
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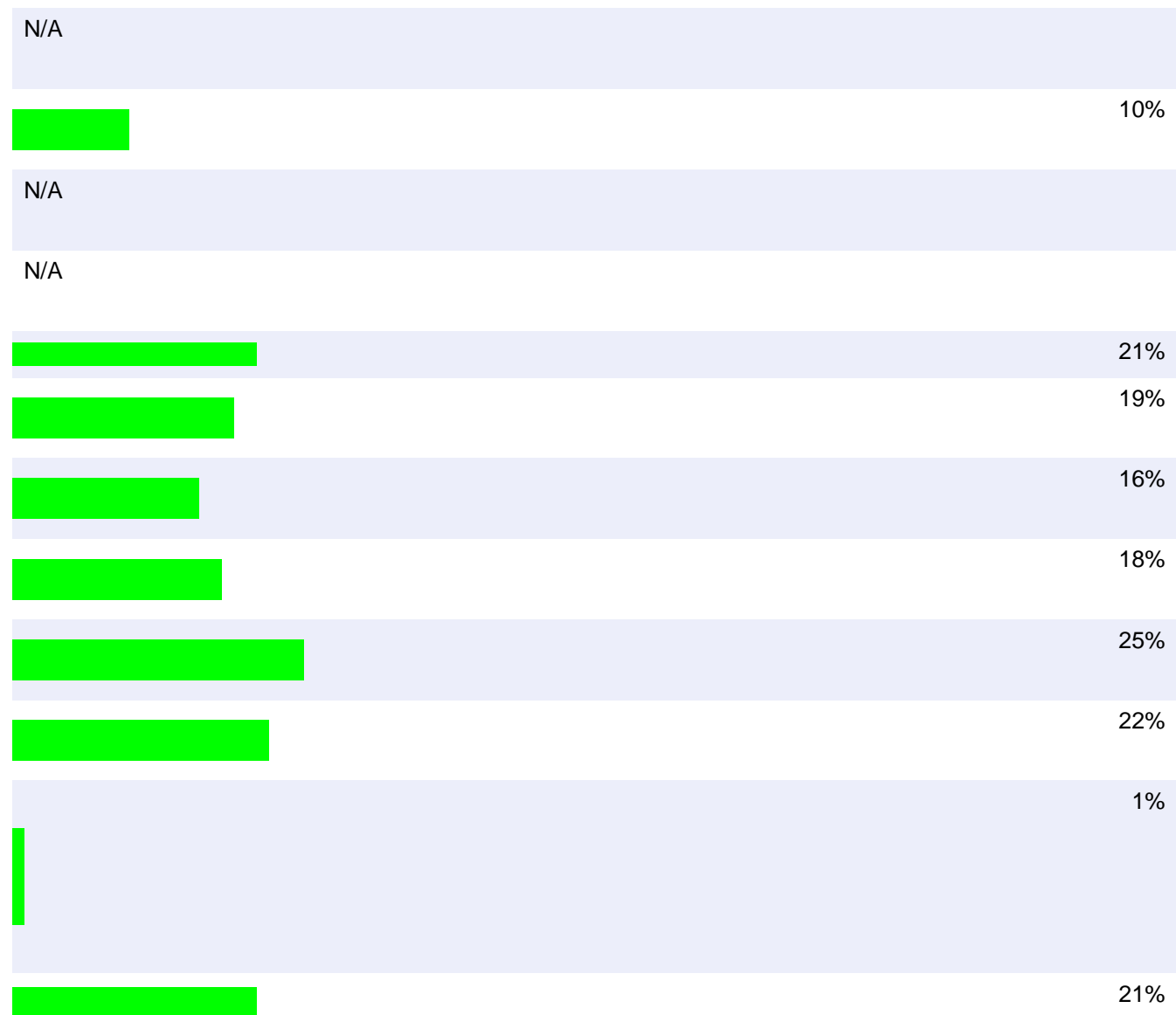
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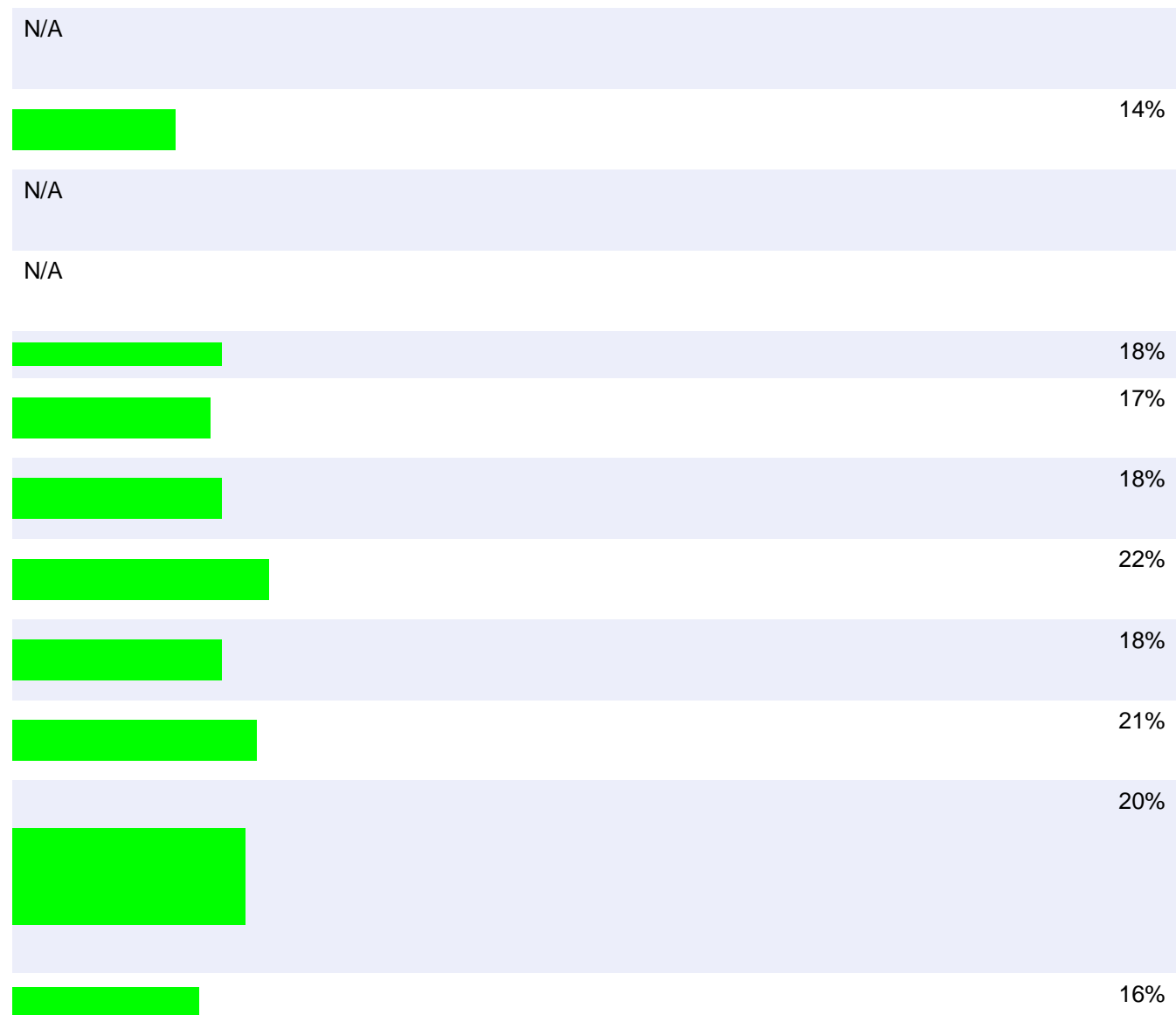
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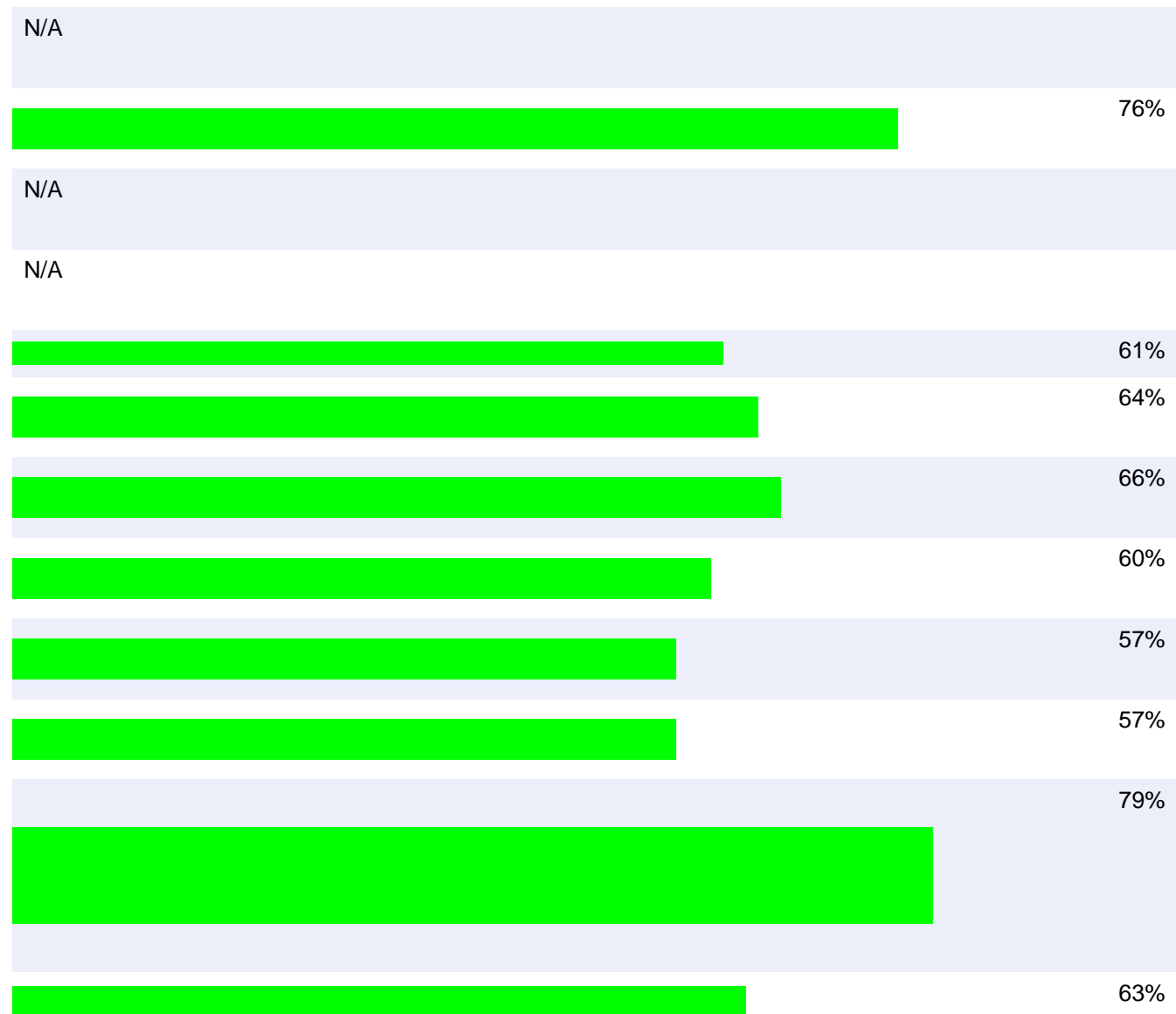
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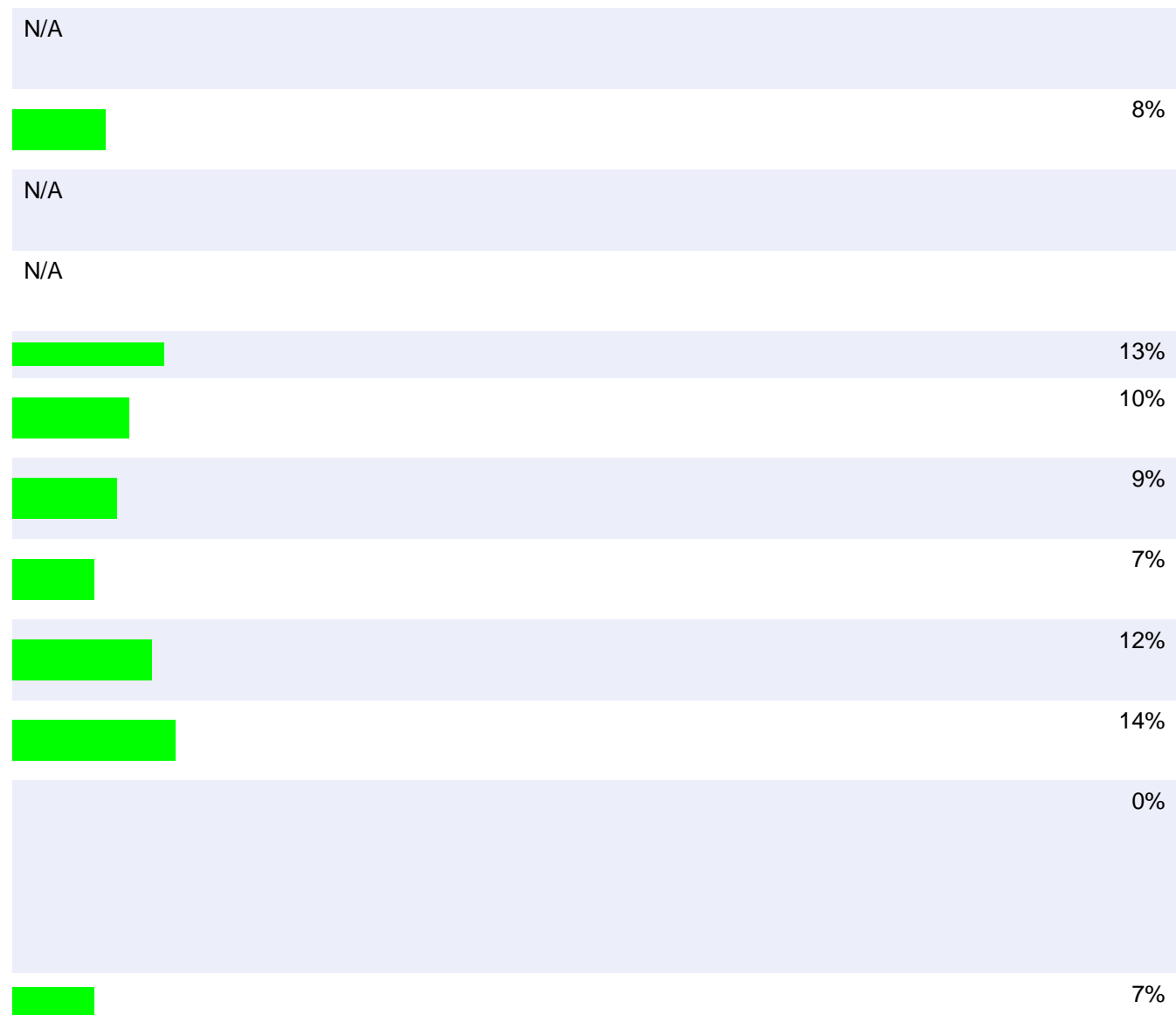
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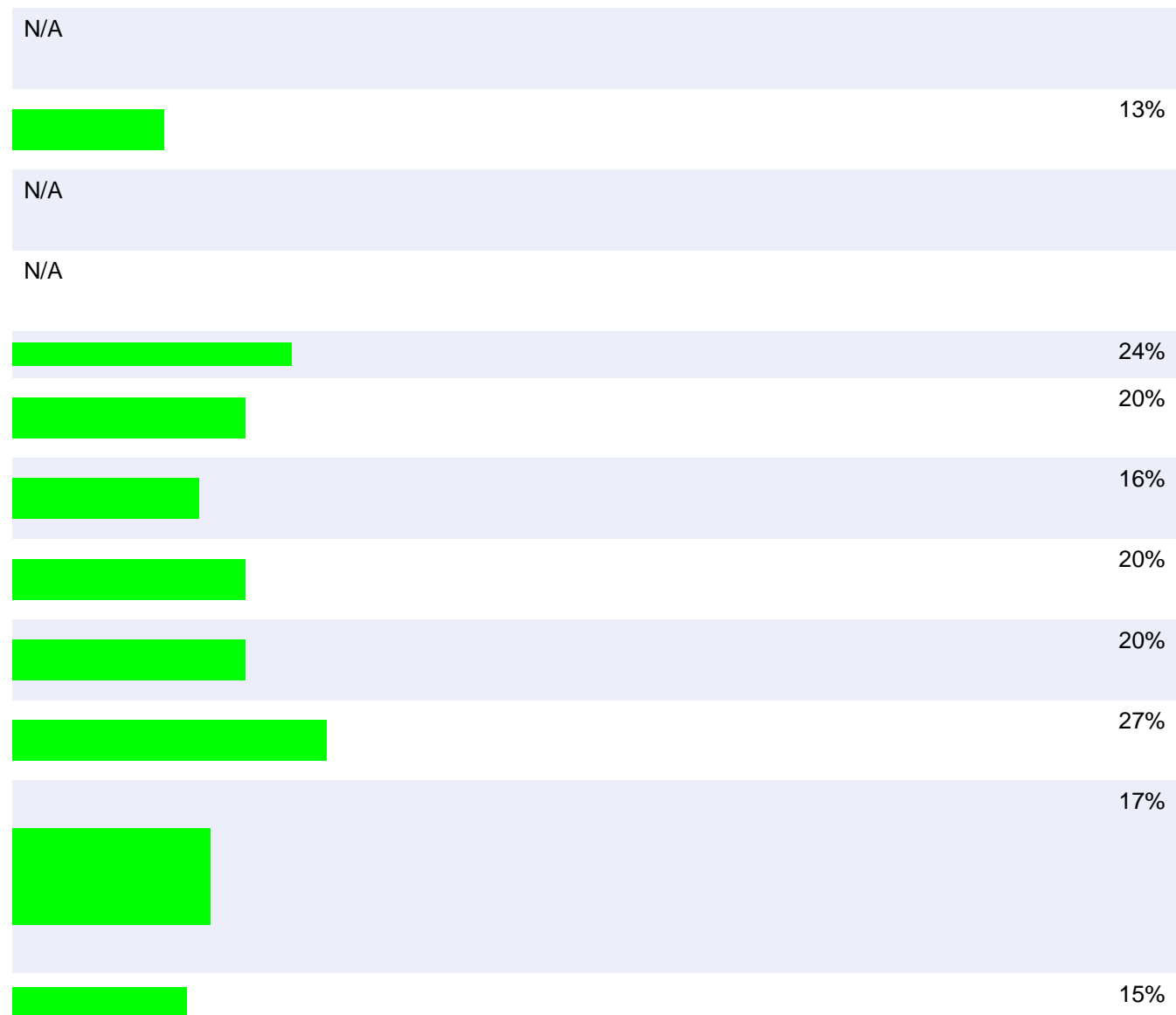
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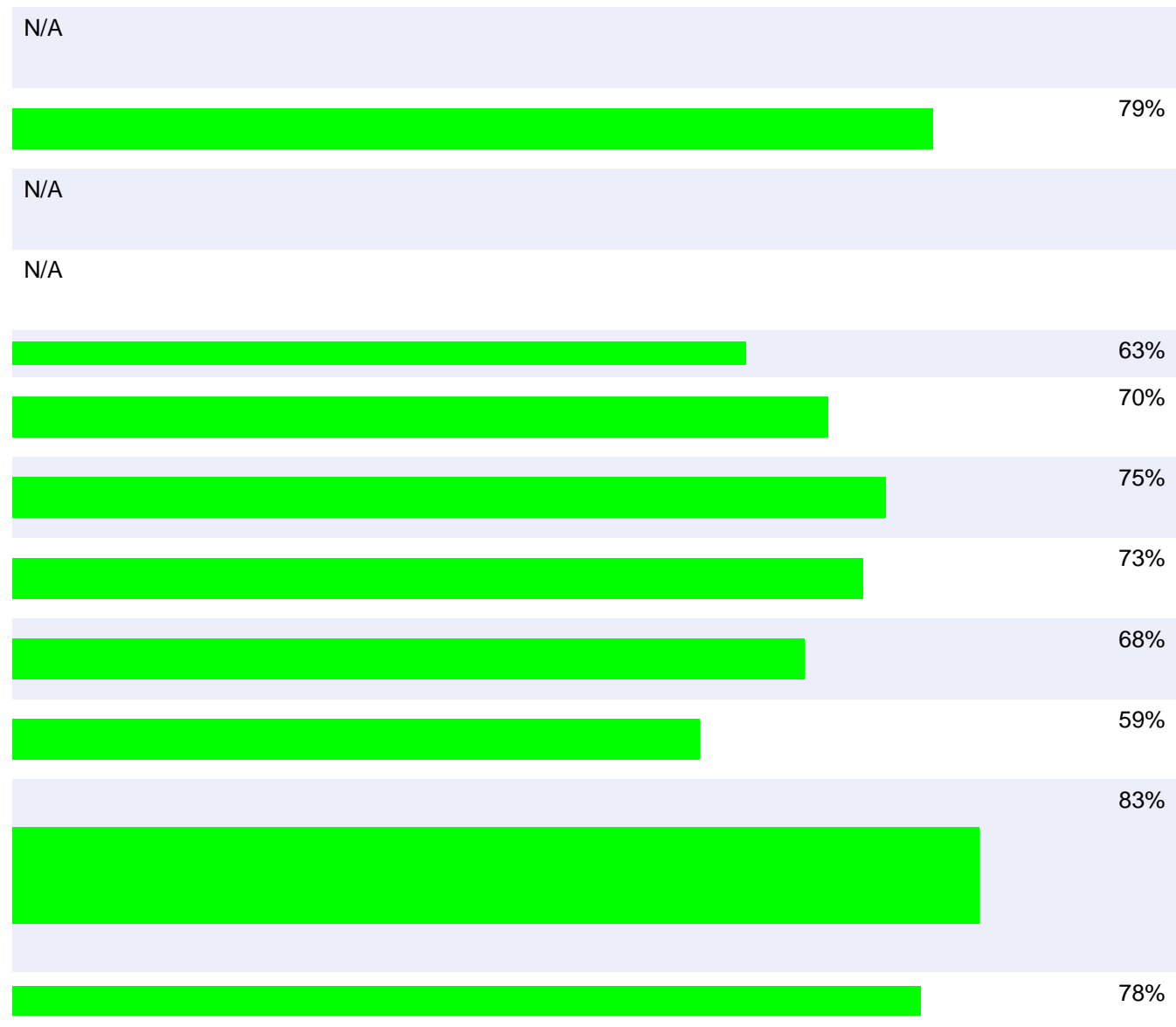
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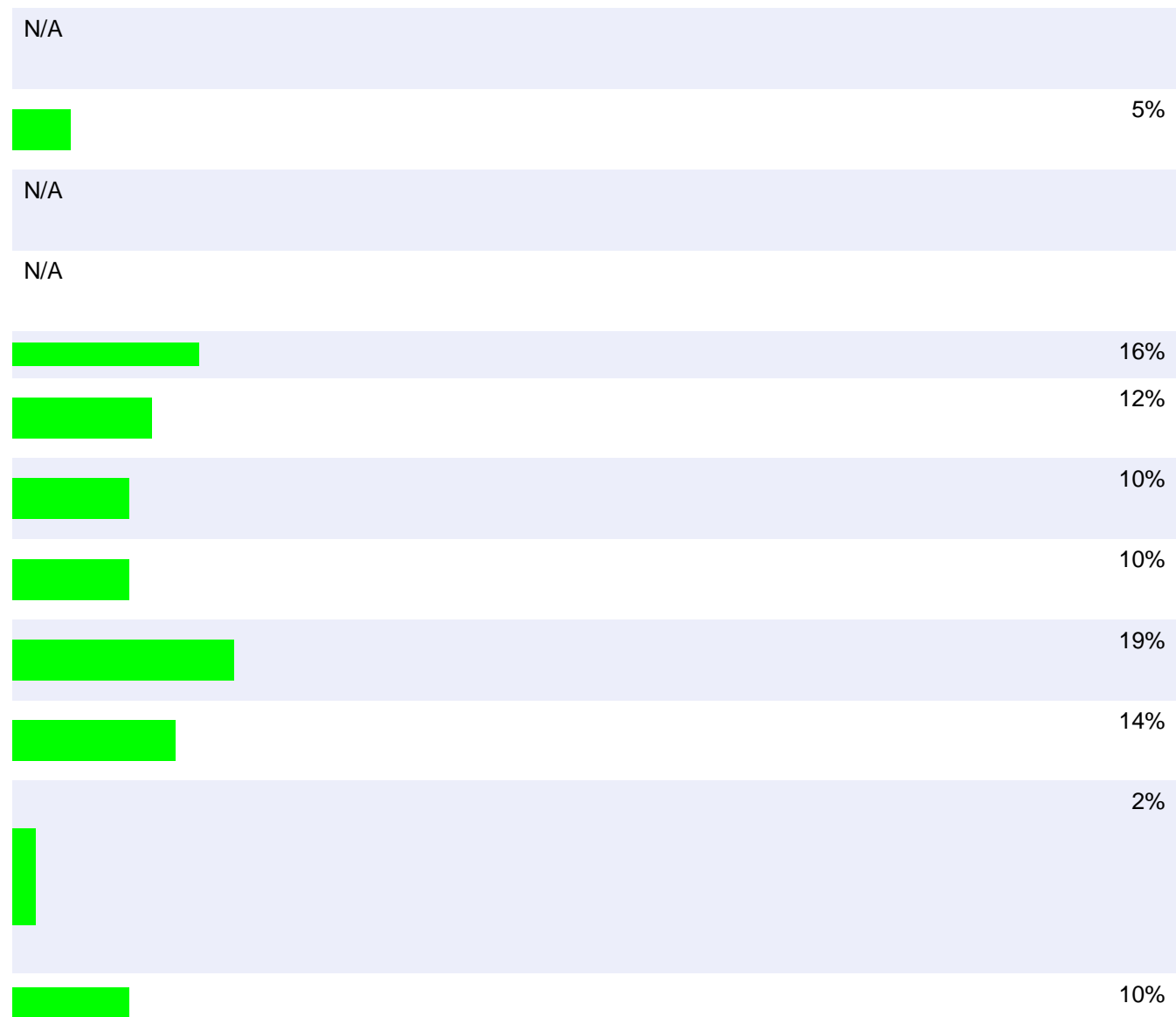
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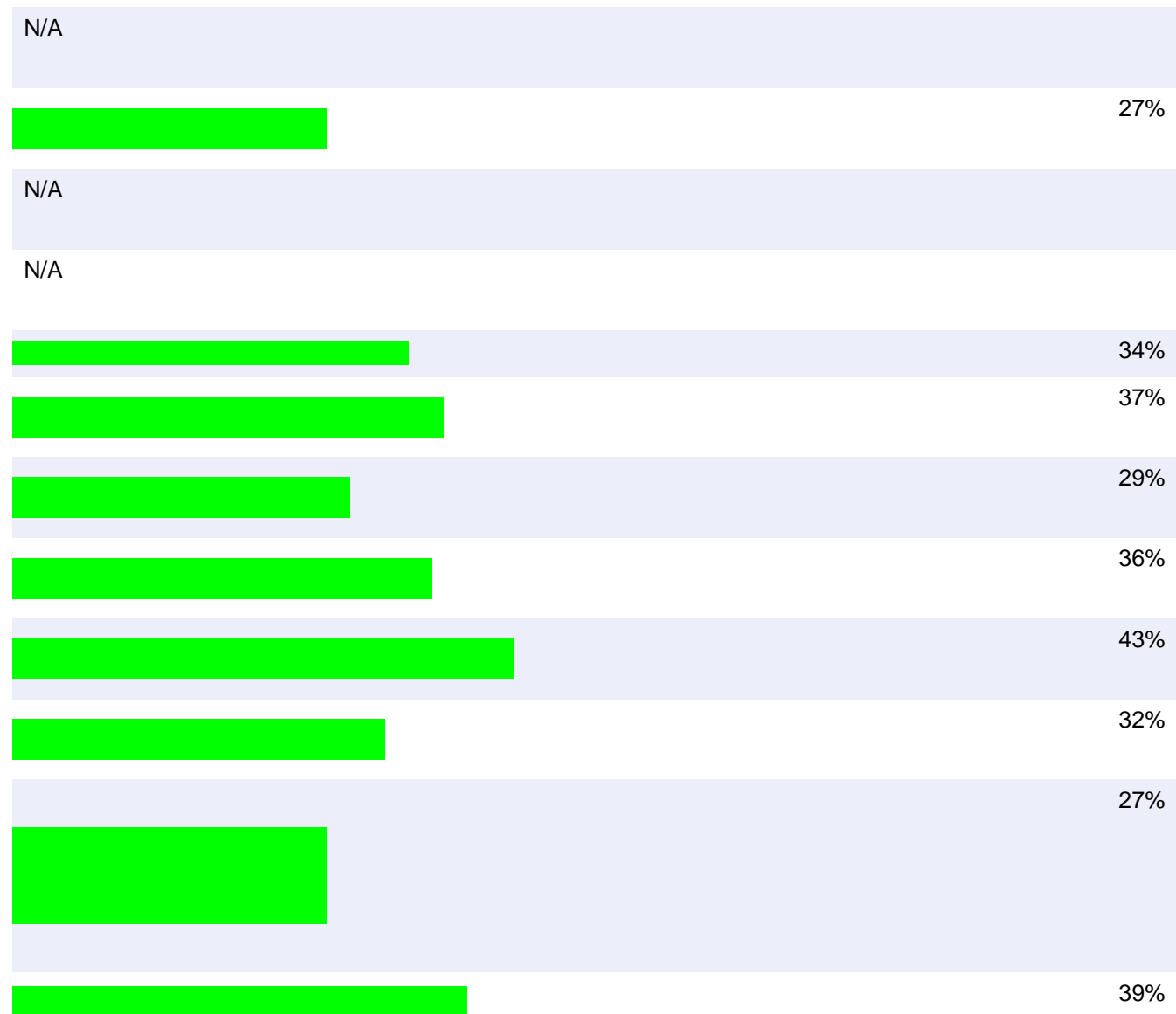
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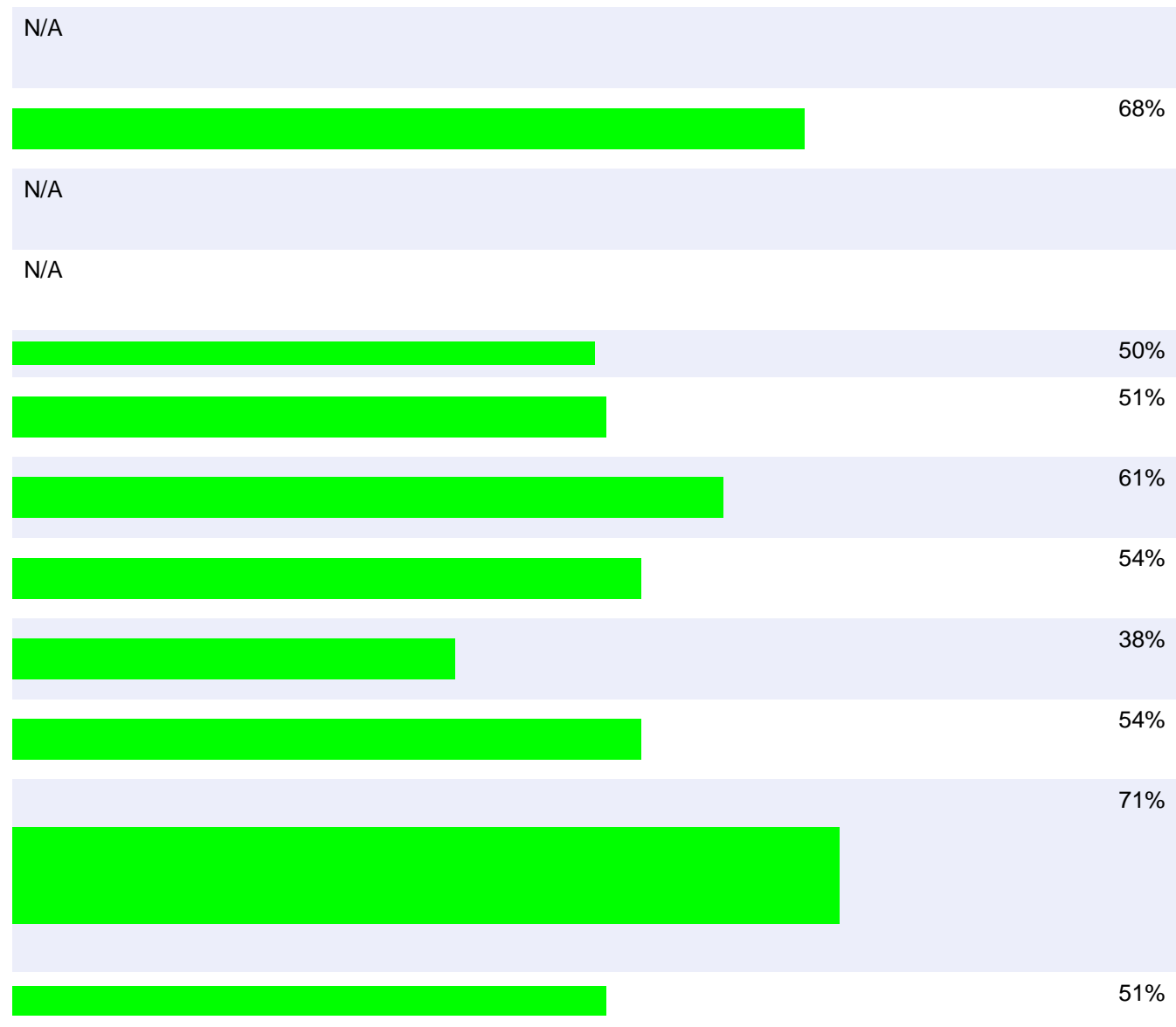
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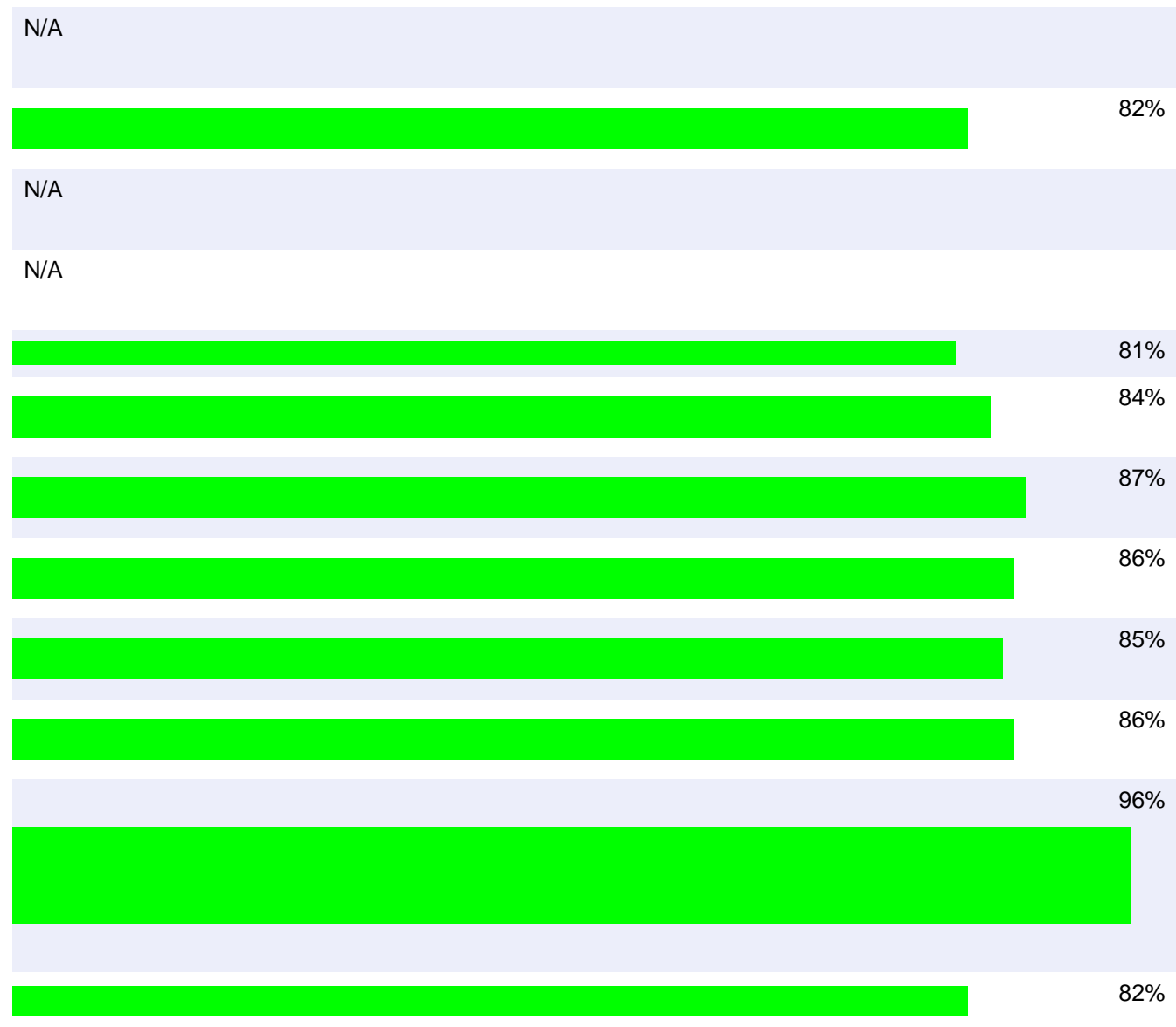
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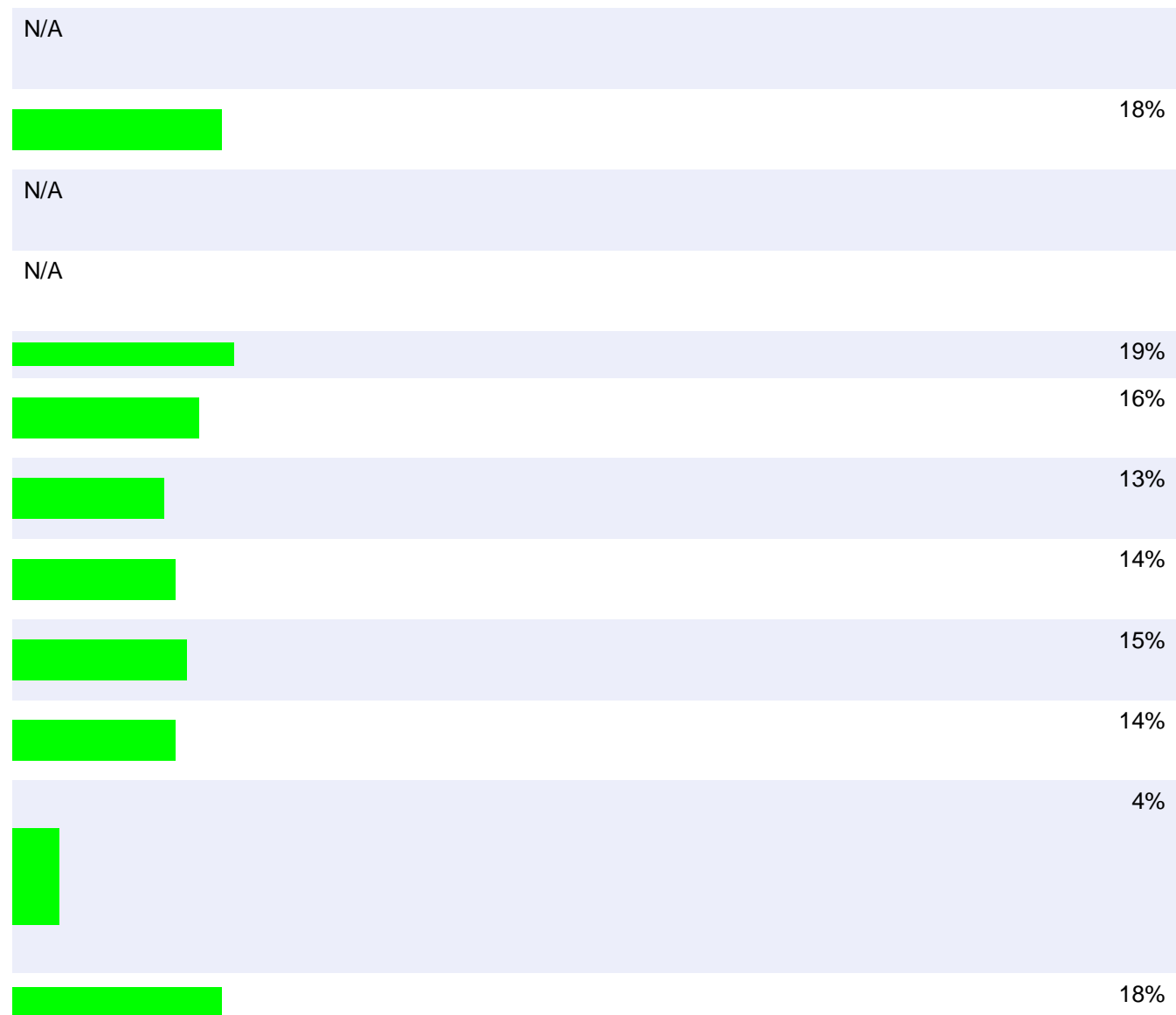
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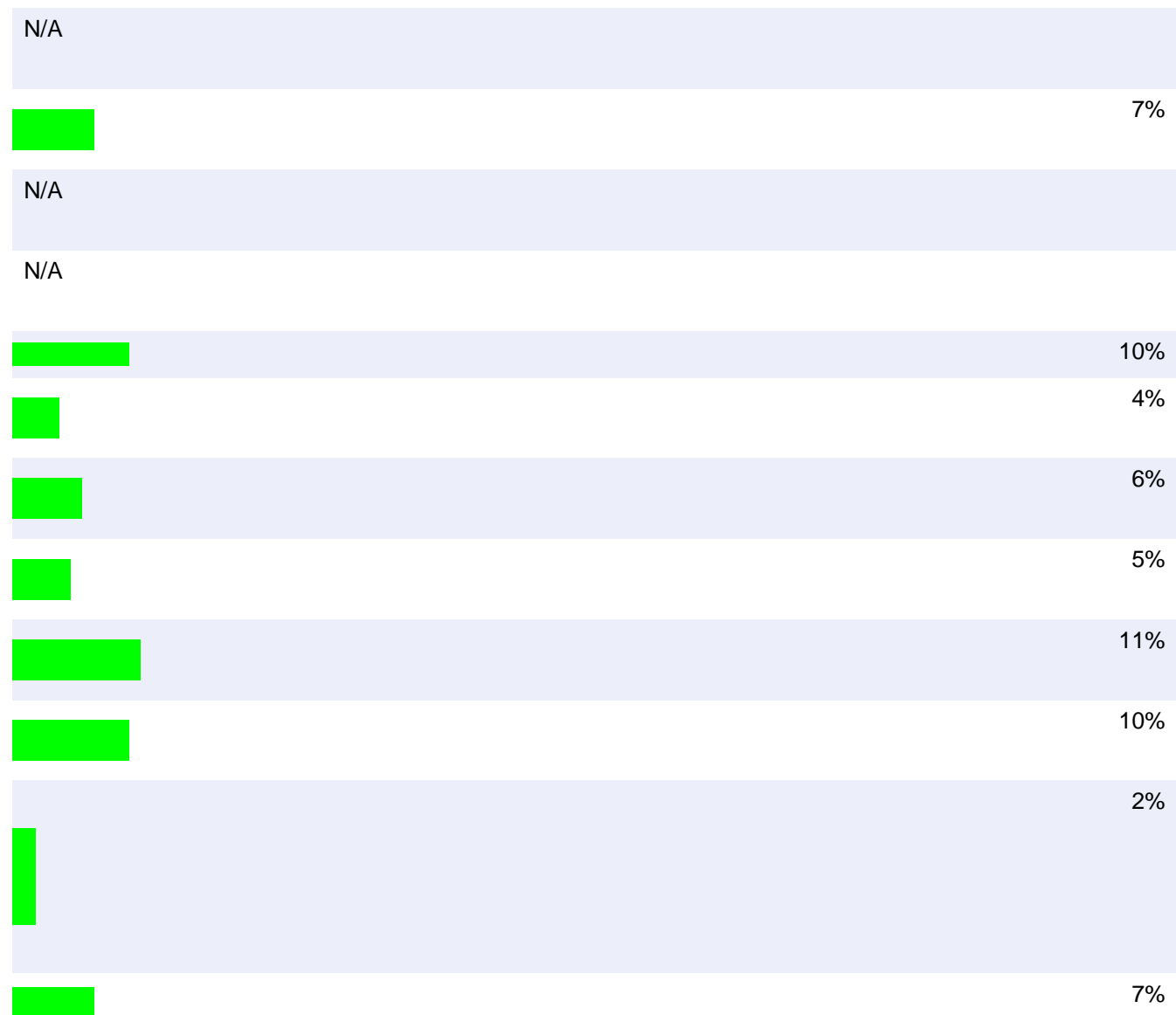
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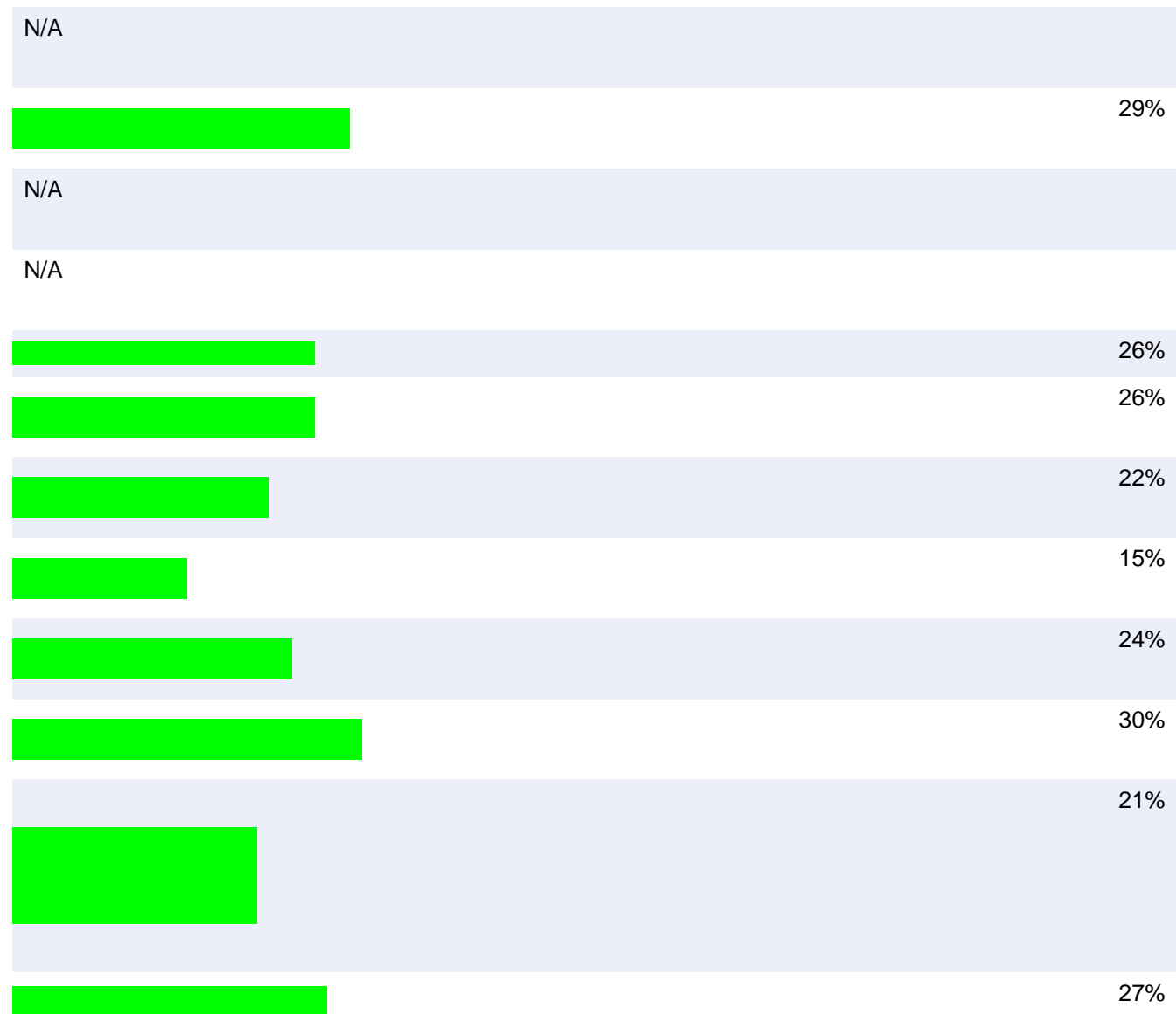
# Hospital survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)



# Hospital survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)



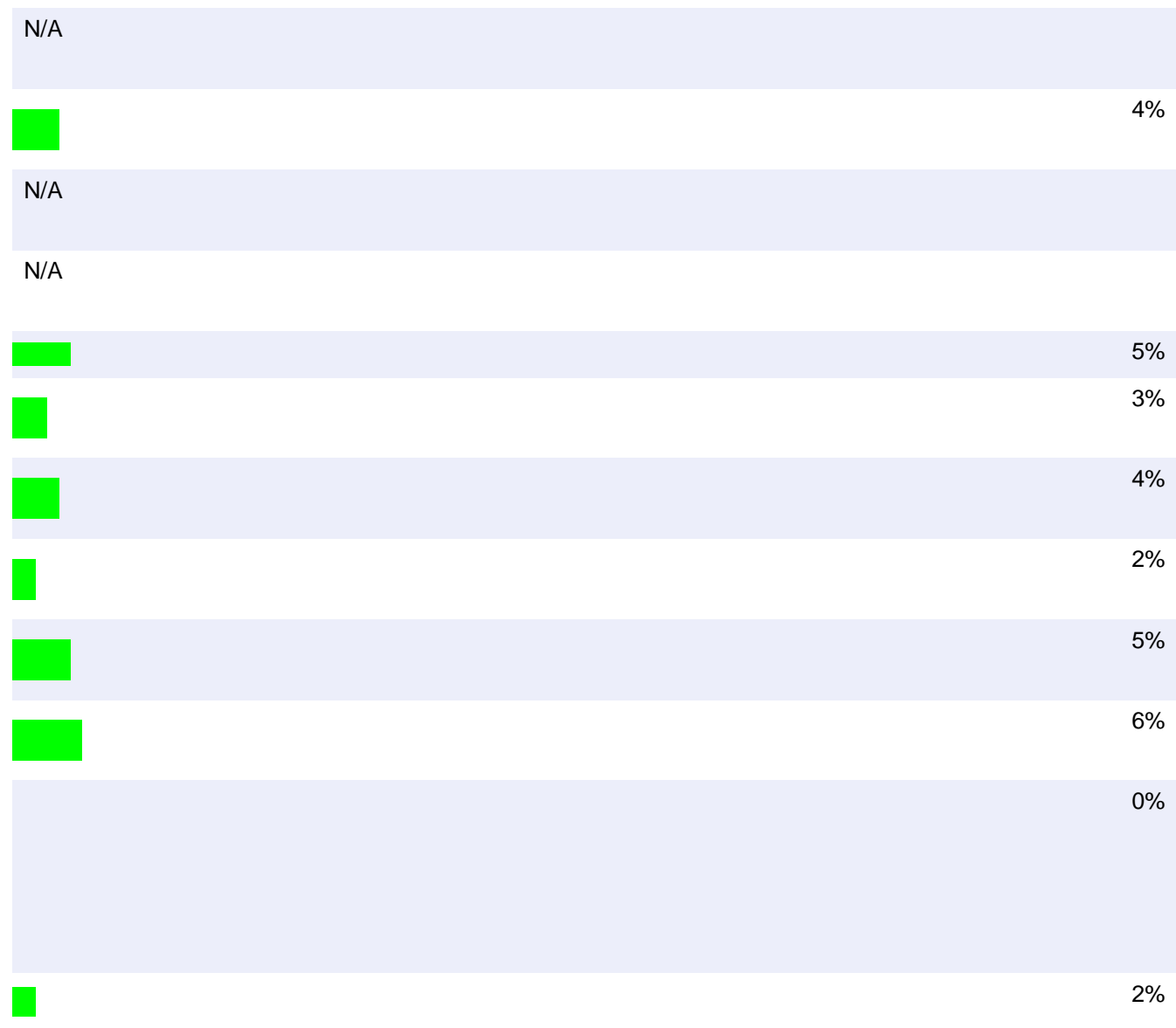
# Hospital survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)



# Hospital survey

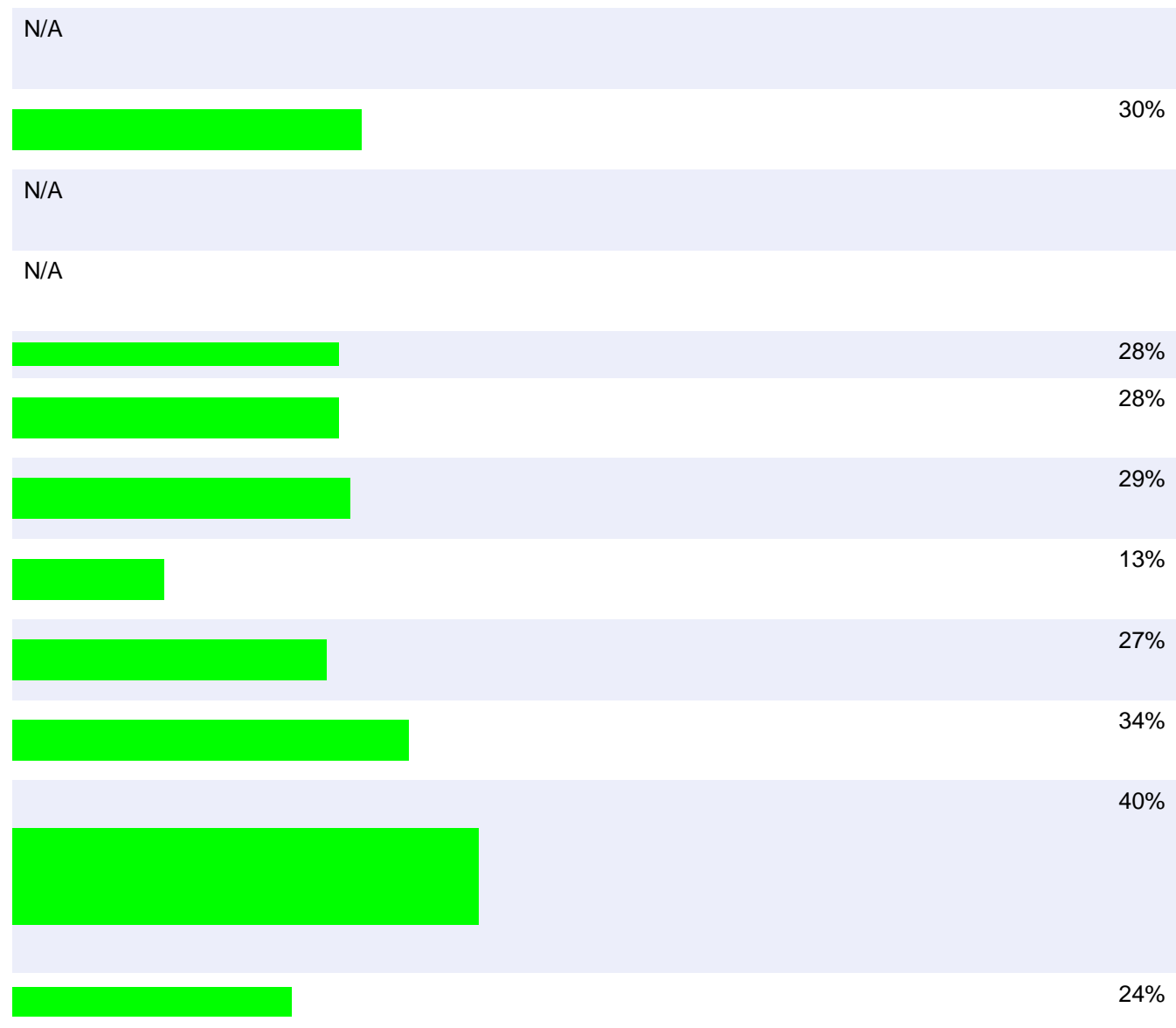
Based on Survey of Patients' Hospital Experiences (HCAHPS)





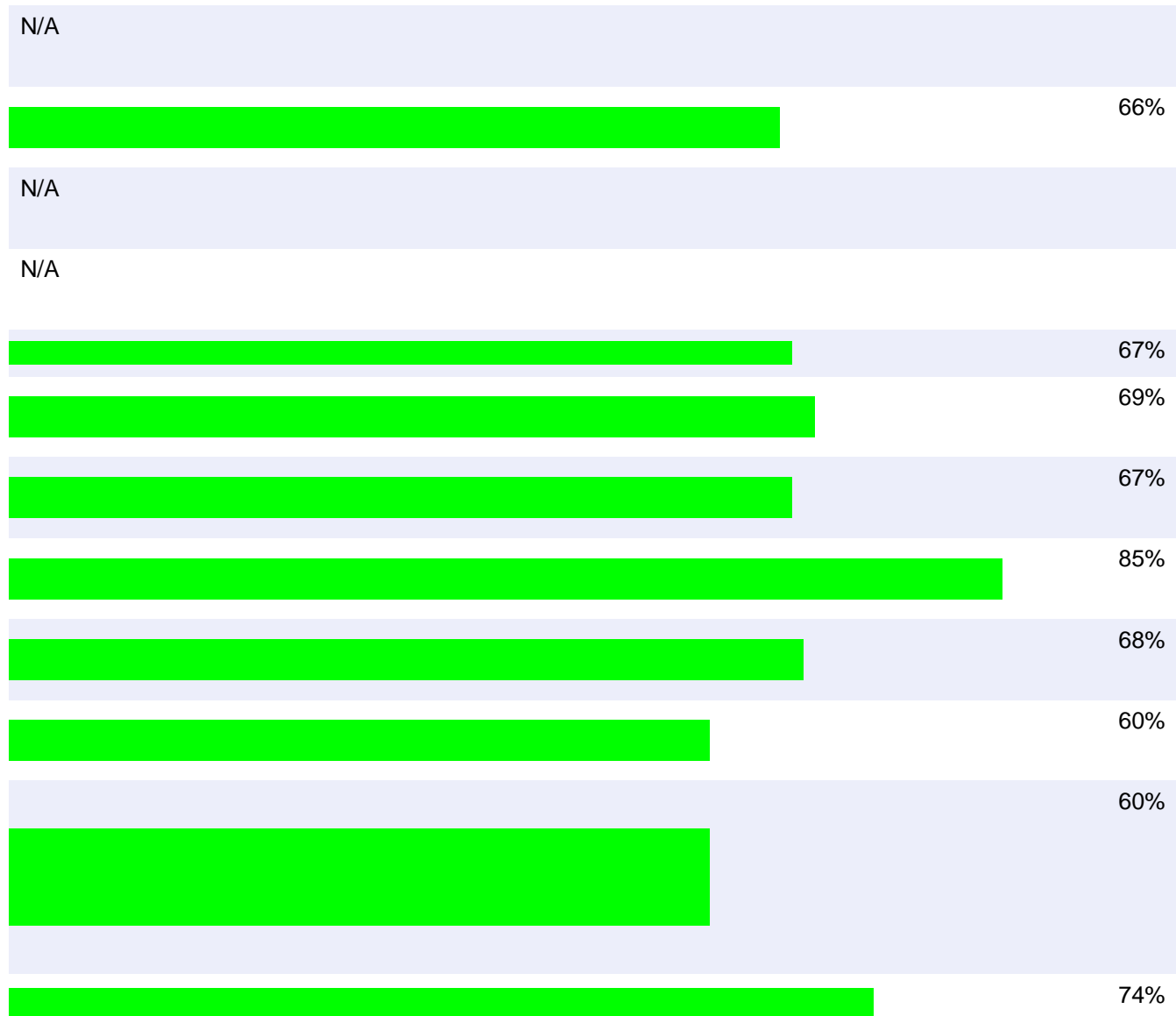
# Hospital survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)



# Hospital survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)



# Hospital survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A

300 or more

N/A

N/A

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

Fewer than 100

300 or more

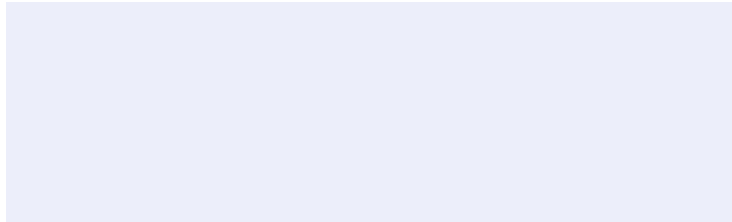
# Hospital survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A	Survey results are not available for this reporting period
<div></div>	46%
N/A	Survey results are not available for this reporting period
N/A	Survey results are not available for this reporting period
<div></div>	38%
<div></div>	40%
<div></div>	35%
<div></div>	37%
<div></div>	36%
<div></div>	29%
N/A	Fewer than 100 Patients completed the HCAHPS survey. Use these rates with caution, as the number of surveys may be too low to reliably assess hospital performance
<div></div>	31%

# Hospital survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)



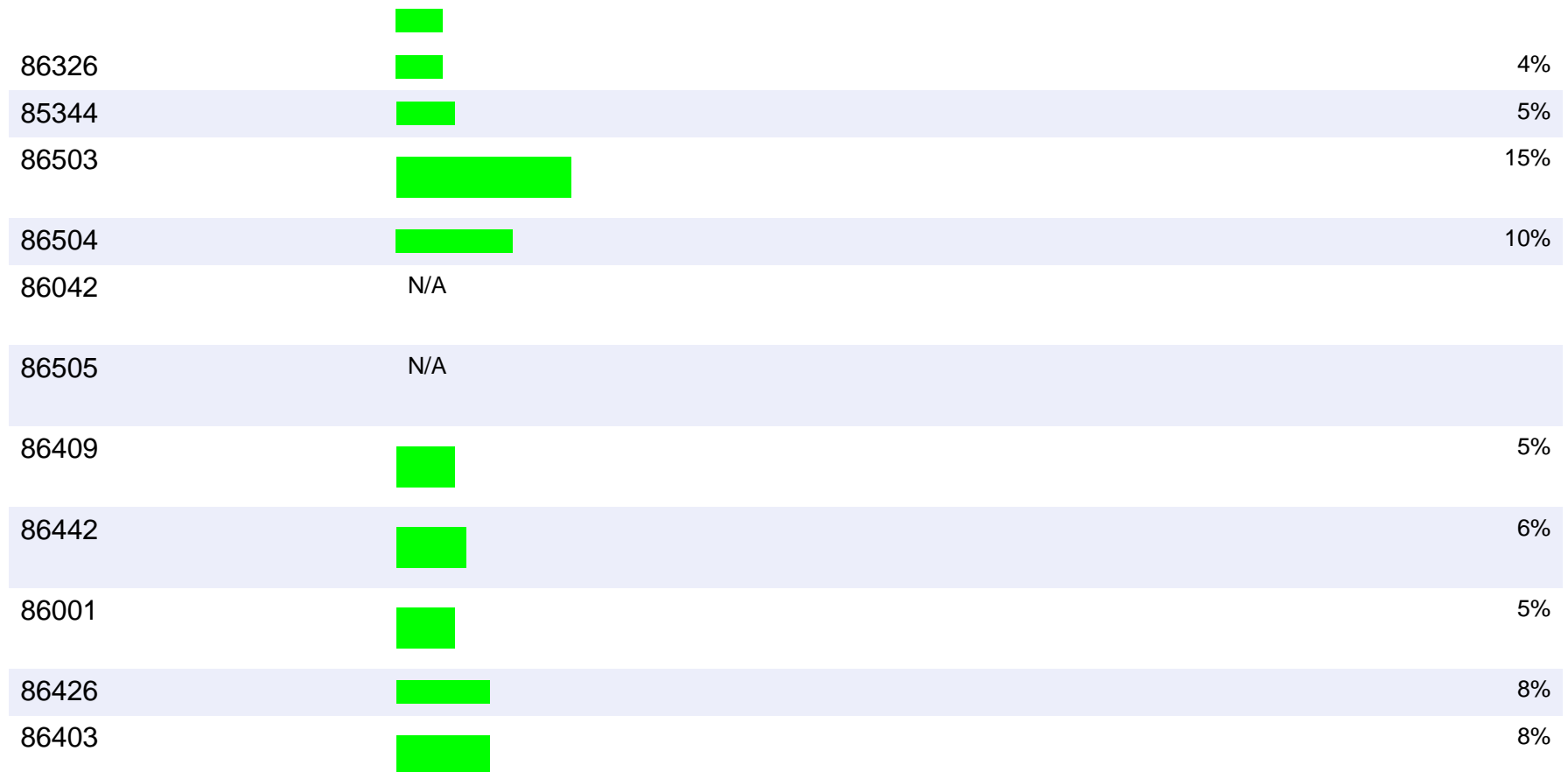
# Hospital survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)

MEDICAL CENTER	ROAD		
VERDE VALLEY MEDICAL CENTER	269 SOUTH CANDY LANE	COTTONWOOD	AZ
LA PAZ REGIONAL HOSPITAL	1200 WEST MOHAVE ROAD	PARKER	AZ
CHINLE COMPREHENSIVE HEALTH CARE FACILITY	US HWY 191, HOSPITAL ROAD	CHINLE	AZ
FORT DEFIANCE INDIAN HOSPITAL	PO BOX 649	FORT DEFIANCE	AZ
HOPI HEALTH CARE CENTER	PO BOX 6000	POLACCA	AZ
SAGE MEMORIAL HOSPITAL	STATE ROUTE 264 SOUTH 191 PO BOX 457	GANADO	AZ
KINGMAN REGIONAL MEDICAL CENTER	3269 STOCKTON HILL ROAD	KINGMAN	AZ
WESTERN ARIZONA REGIONAL MEDICAL CTR	2735 SILVER CREEK ROAD	BULLHEAD CITY	AZ
FLAGSTAFF MEDICAL CENTER	1200 NORTH BEAVER STREET	FLAGSTAFF	AZ
VALLEY VIEW MEDICAL CENTER	5330 SOUTH HIGHWAY 95	FORT MOHAVE	AZ
HAVASU REGIONAL MEDICAL CENTER	101 CIVIC CENTER LANE	LAKE HAVASU CITY	AZ

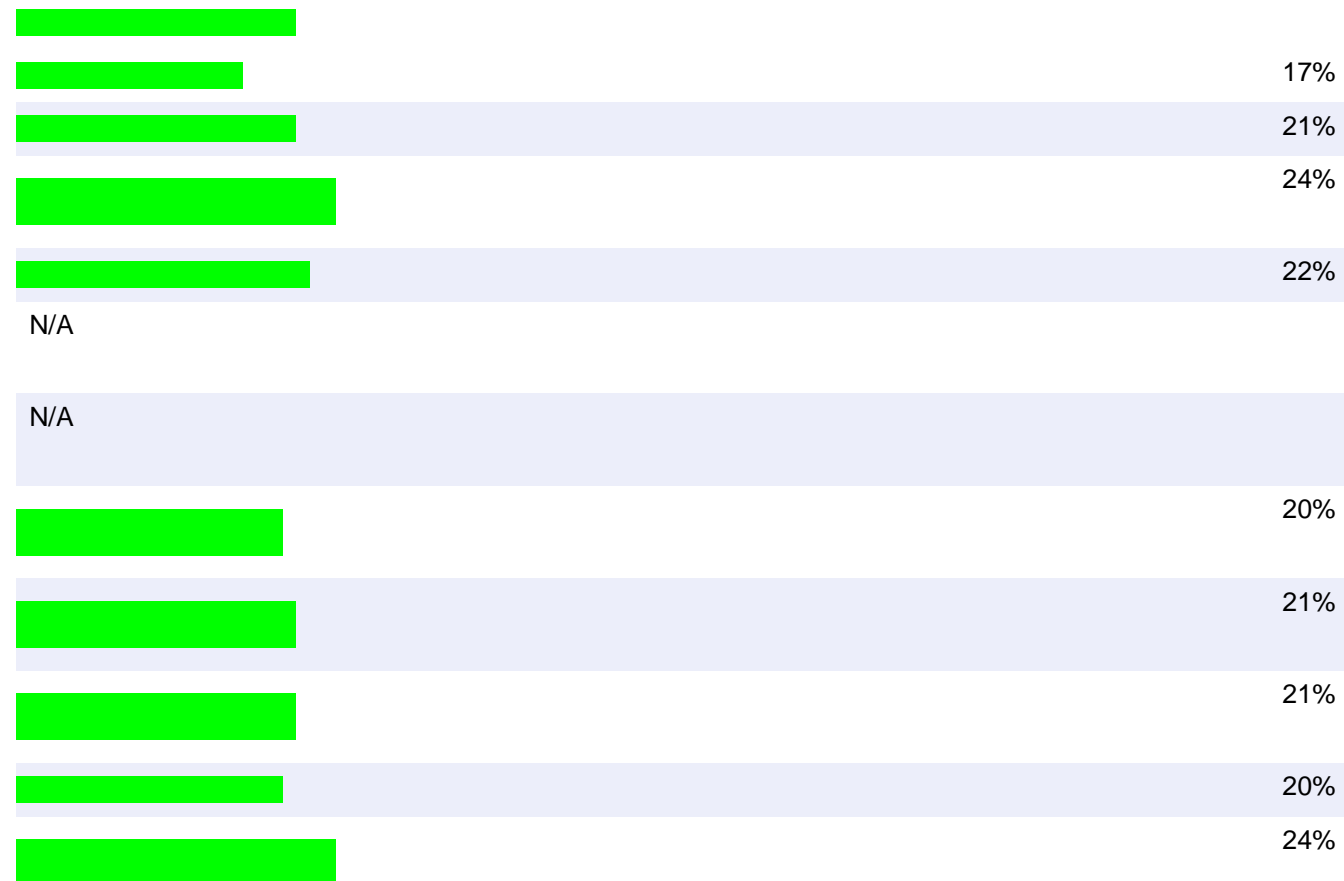
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)





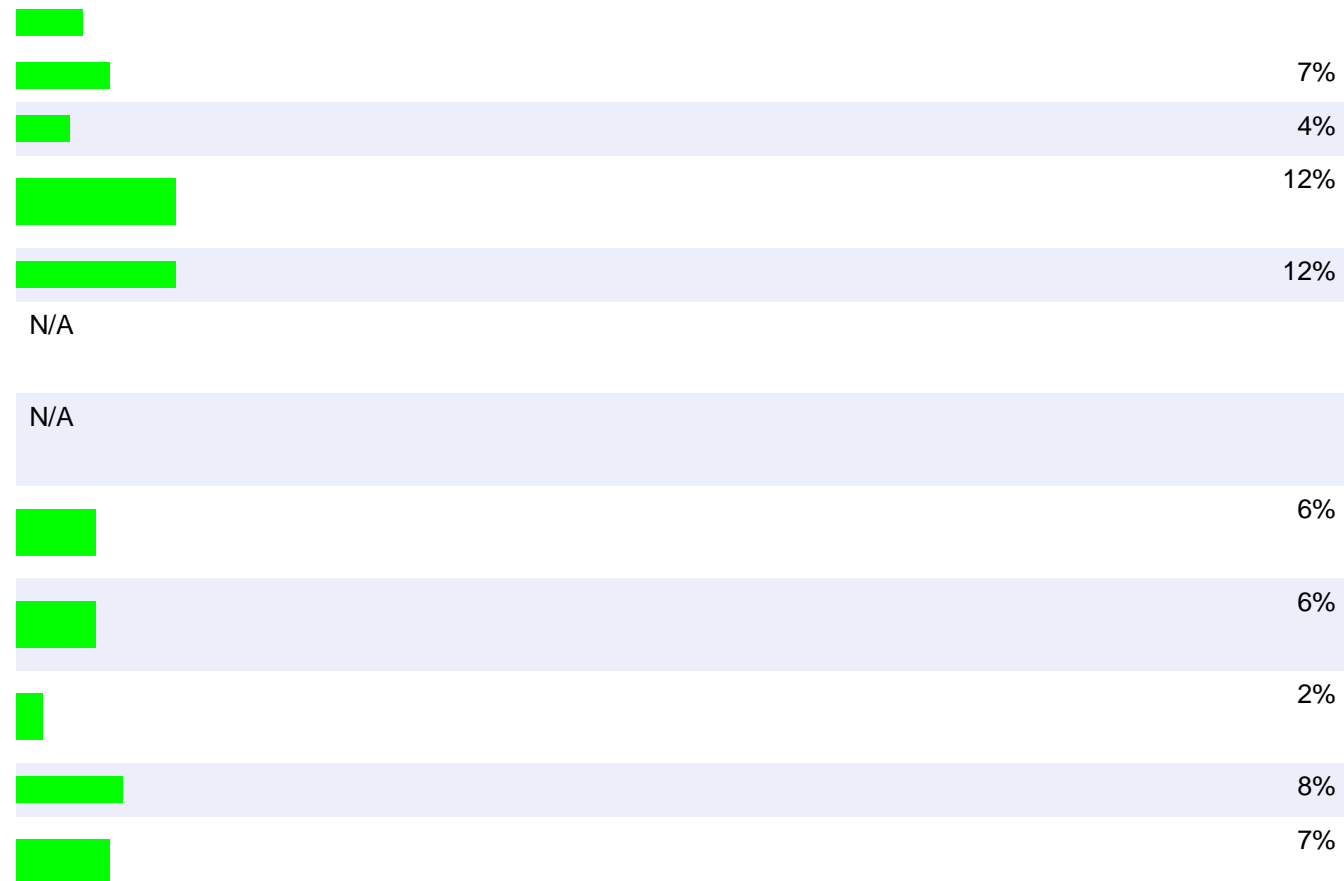
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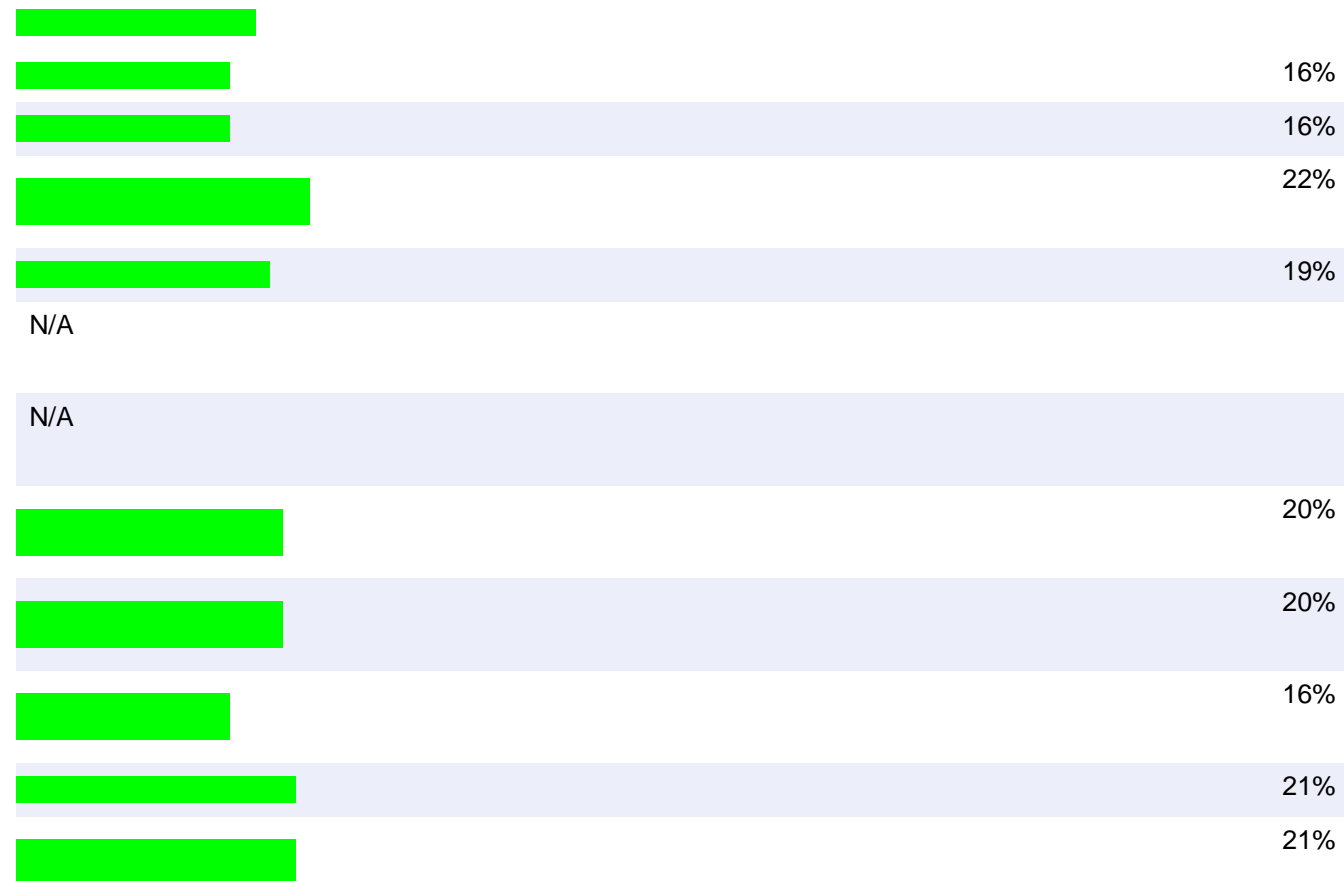
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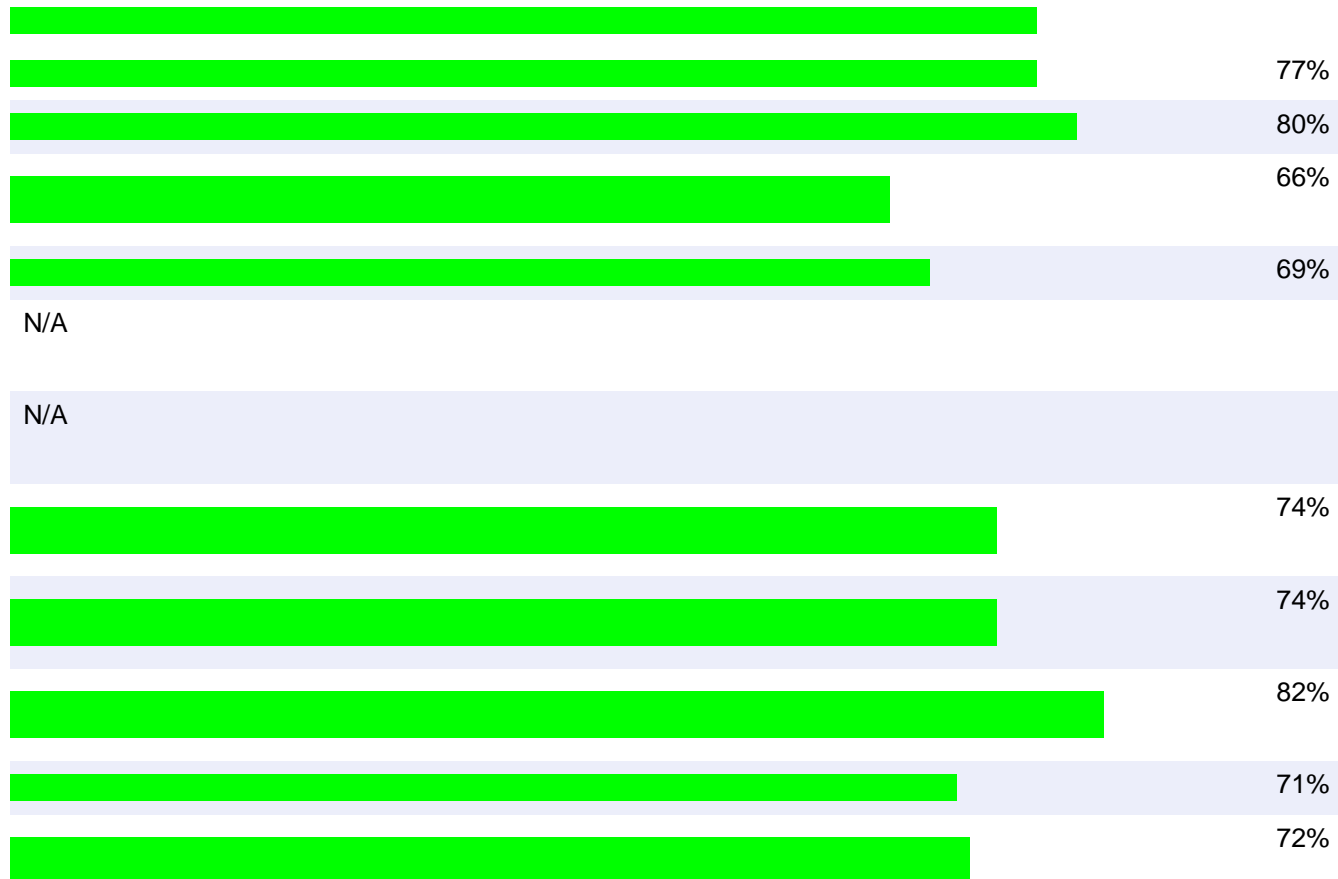
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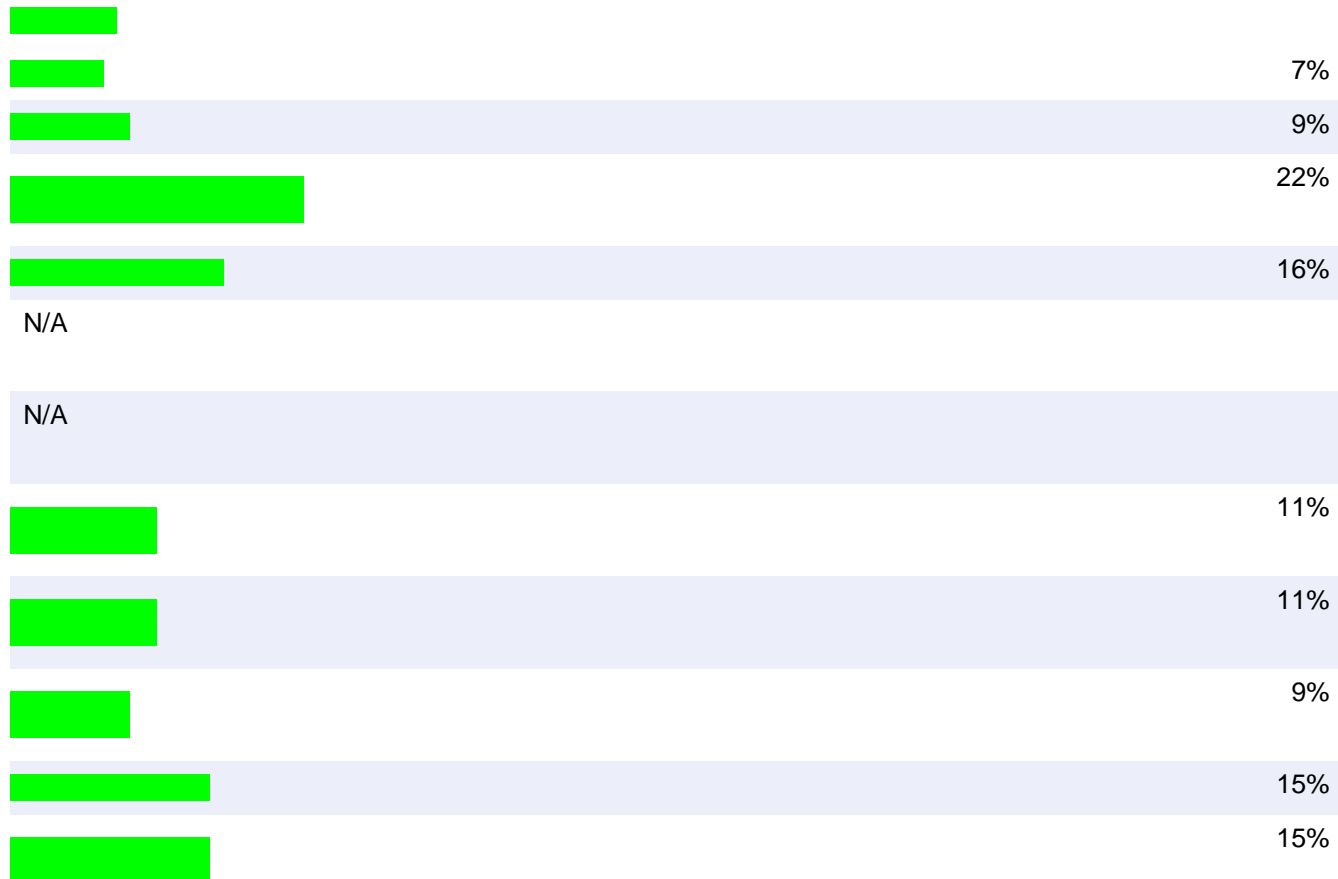
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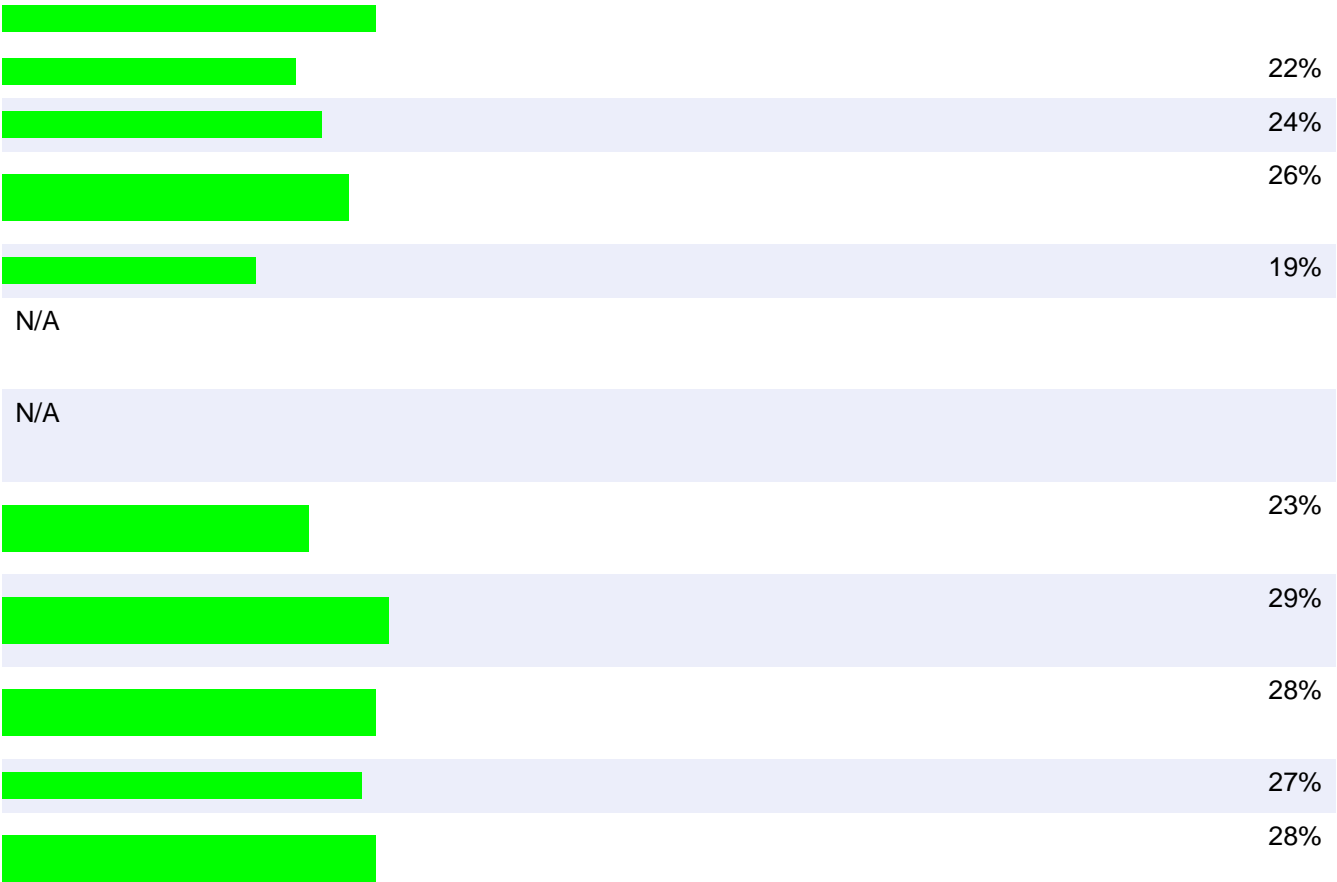
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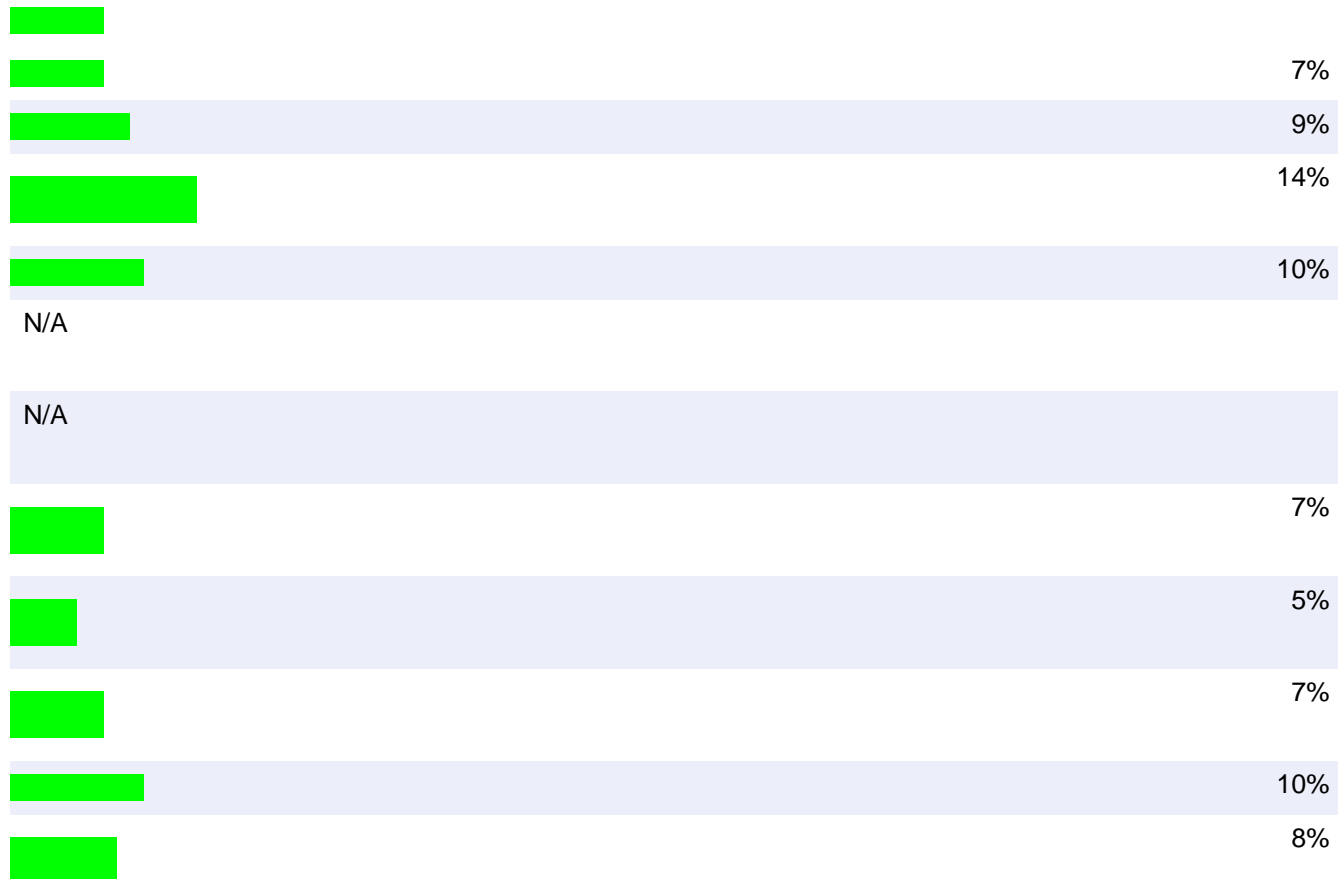
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# Hospital survey

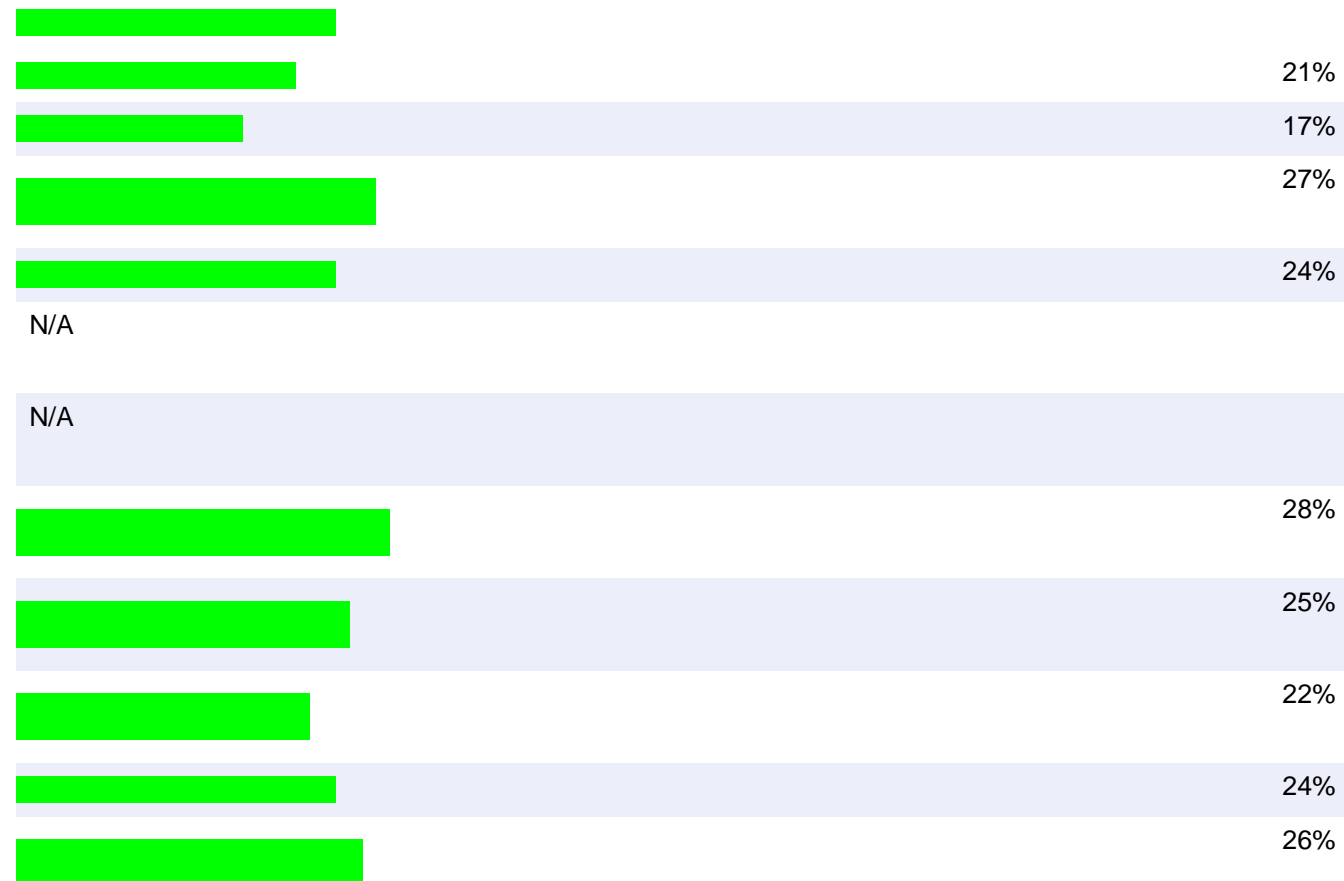
Based on Survey of Patients' Hospital Experiences (HCAHPS)





# Hospital survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)



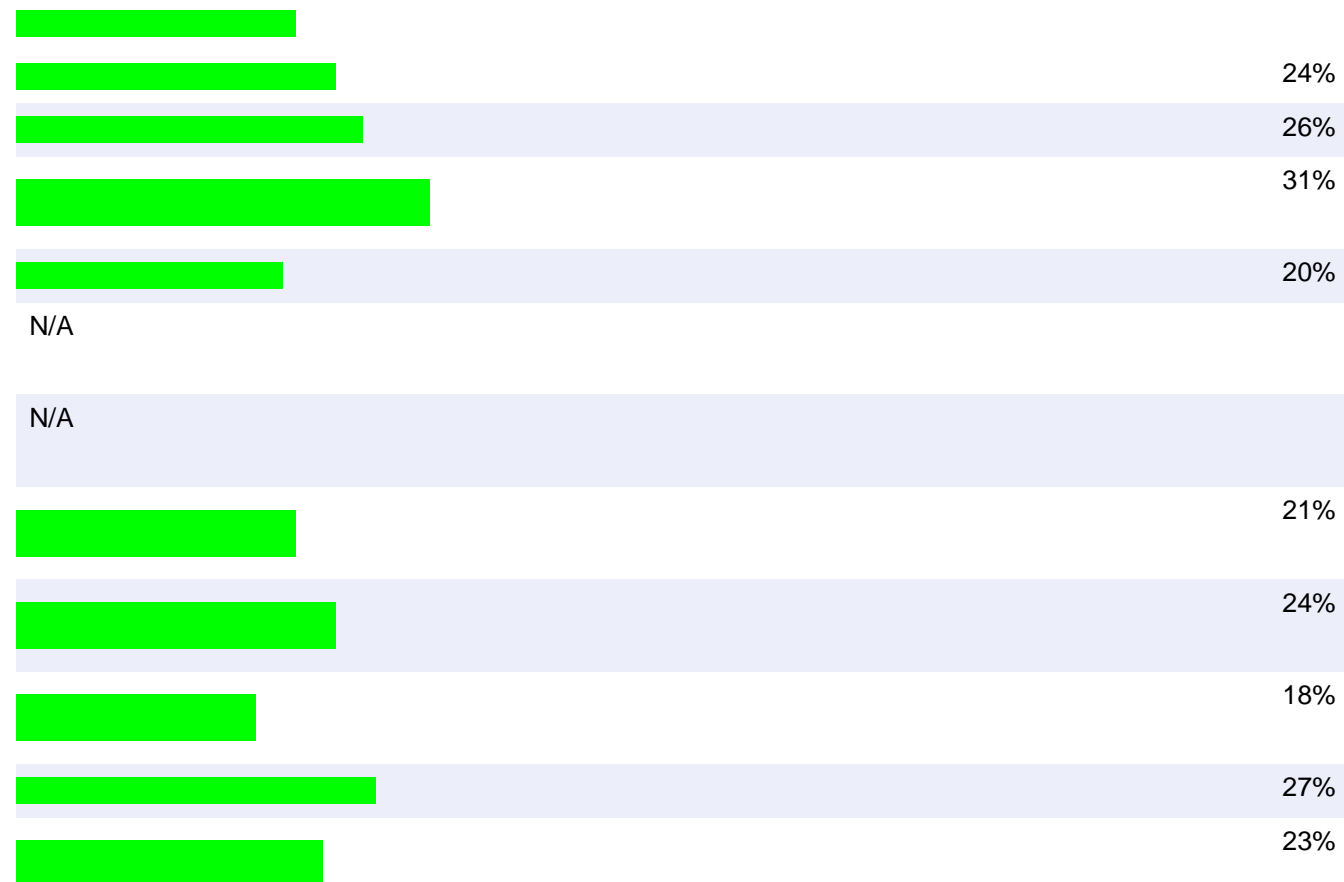
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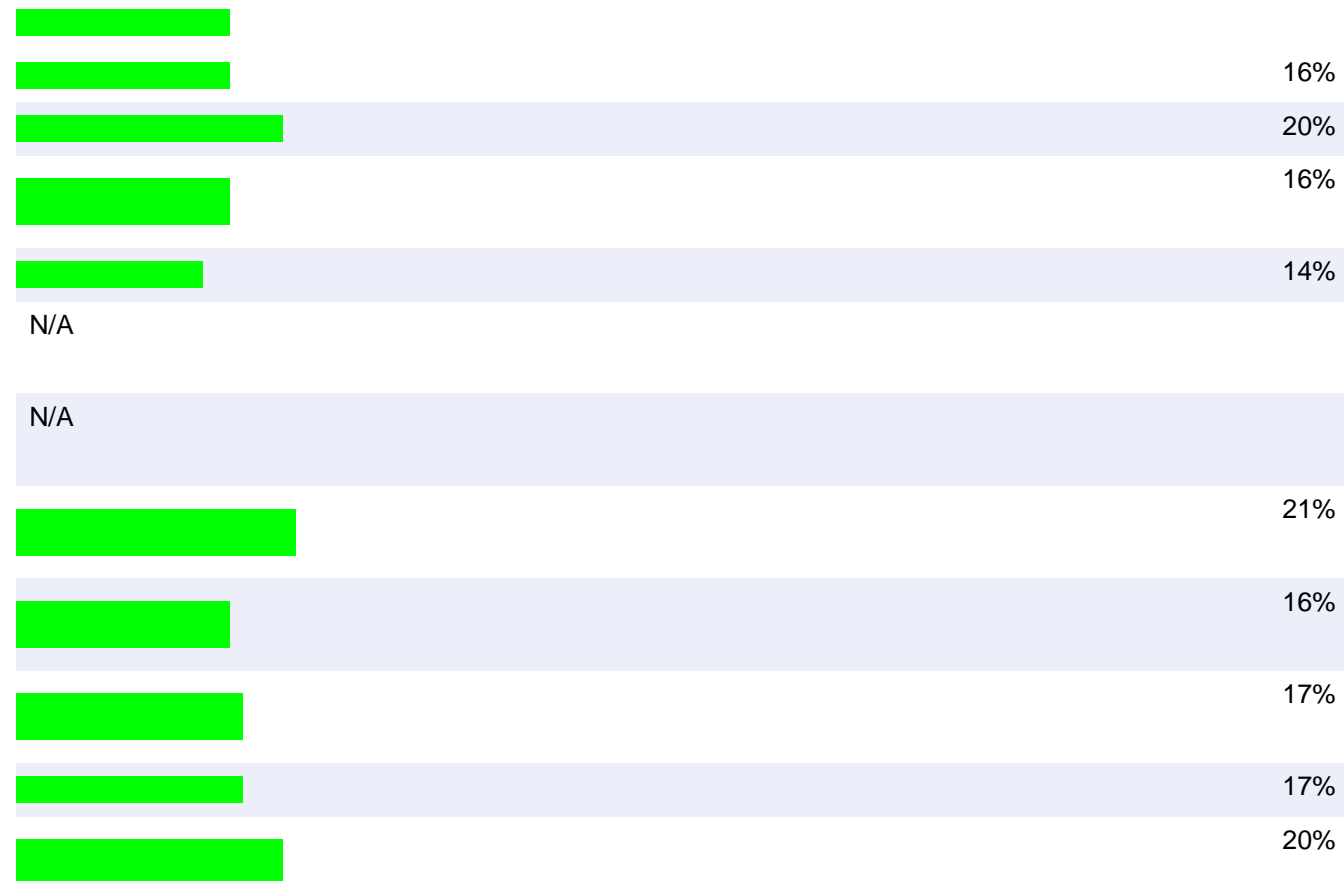
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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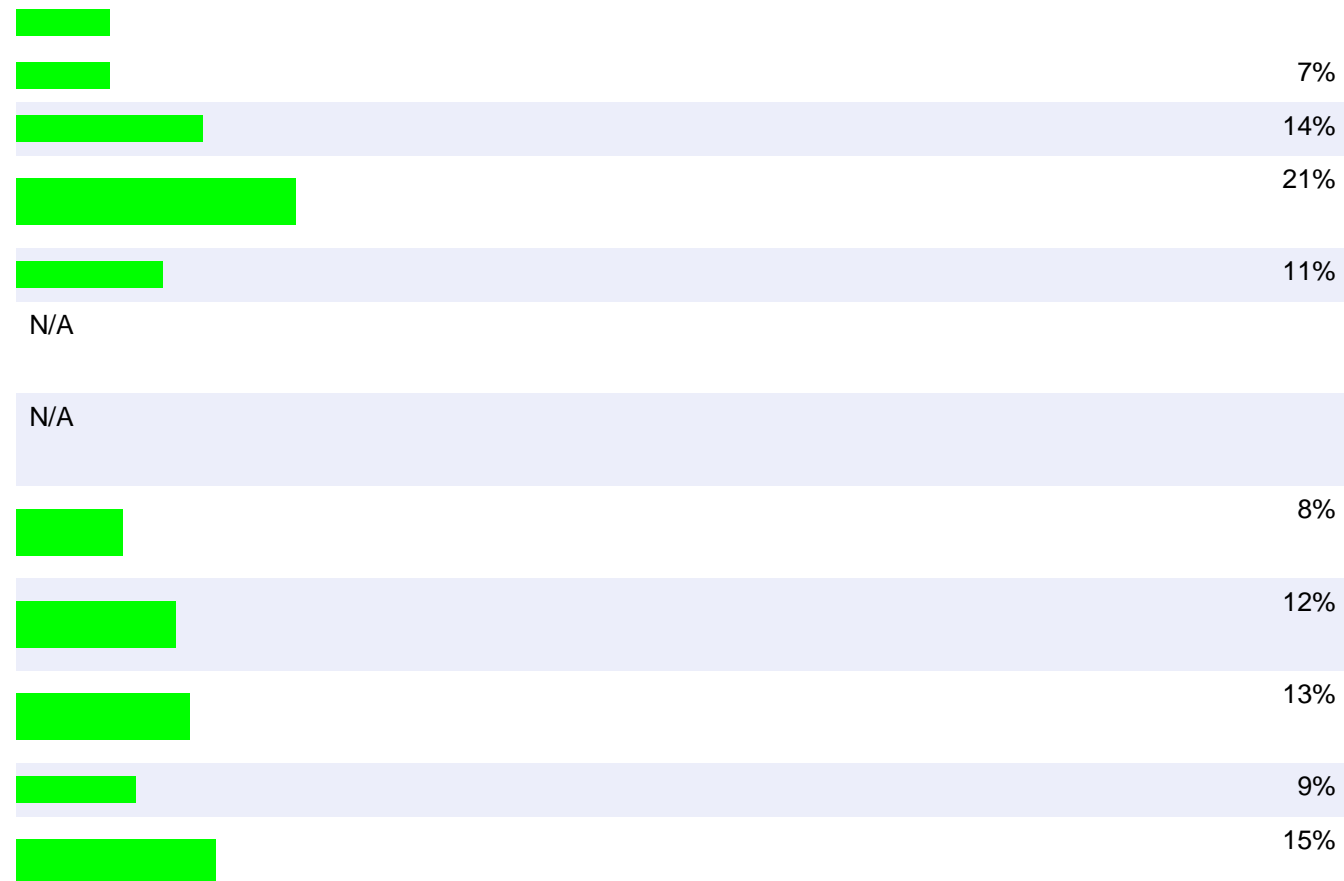
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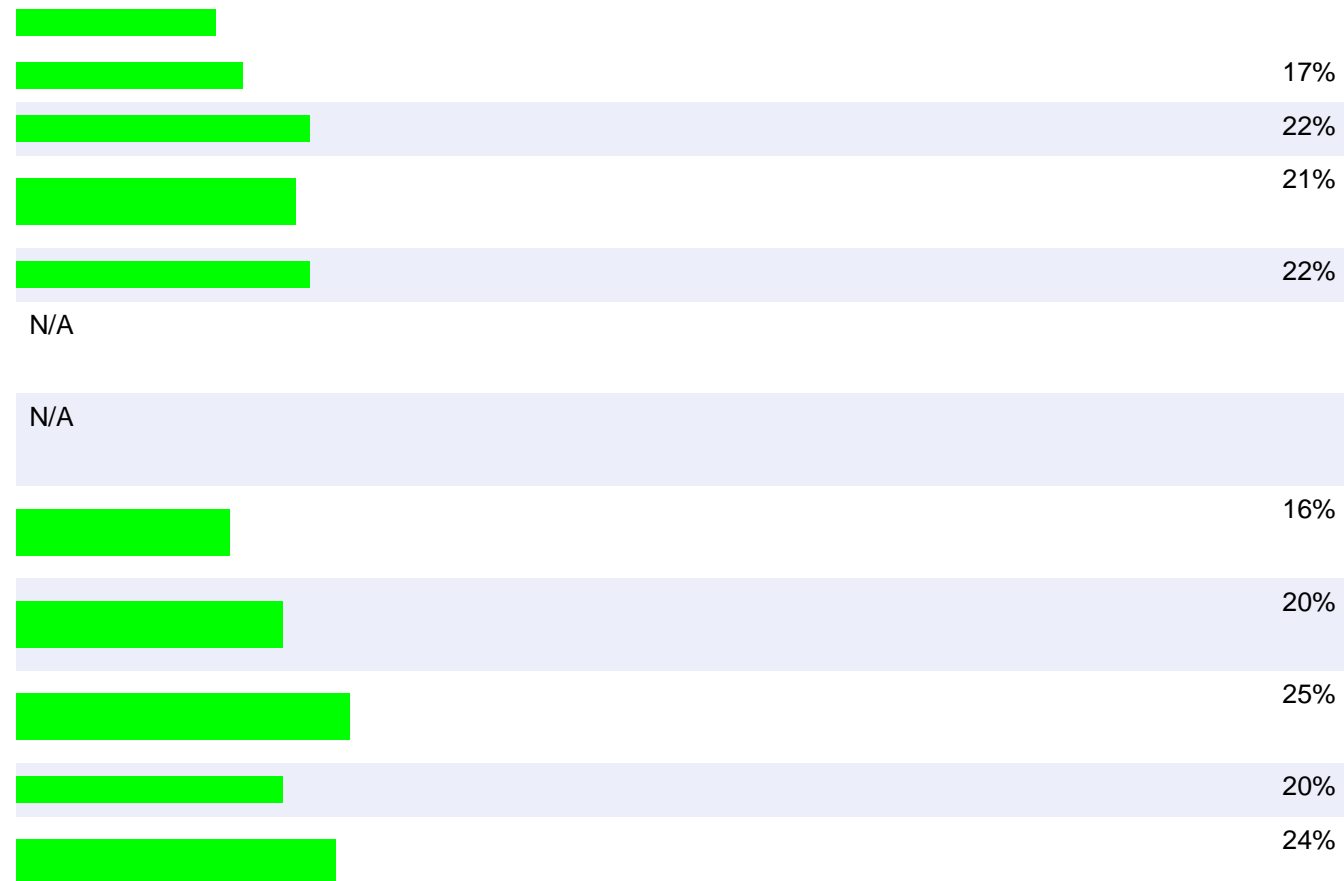
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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# Hospital survey

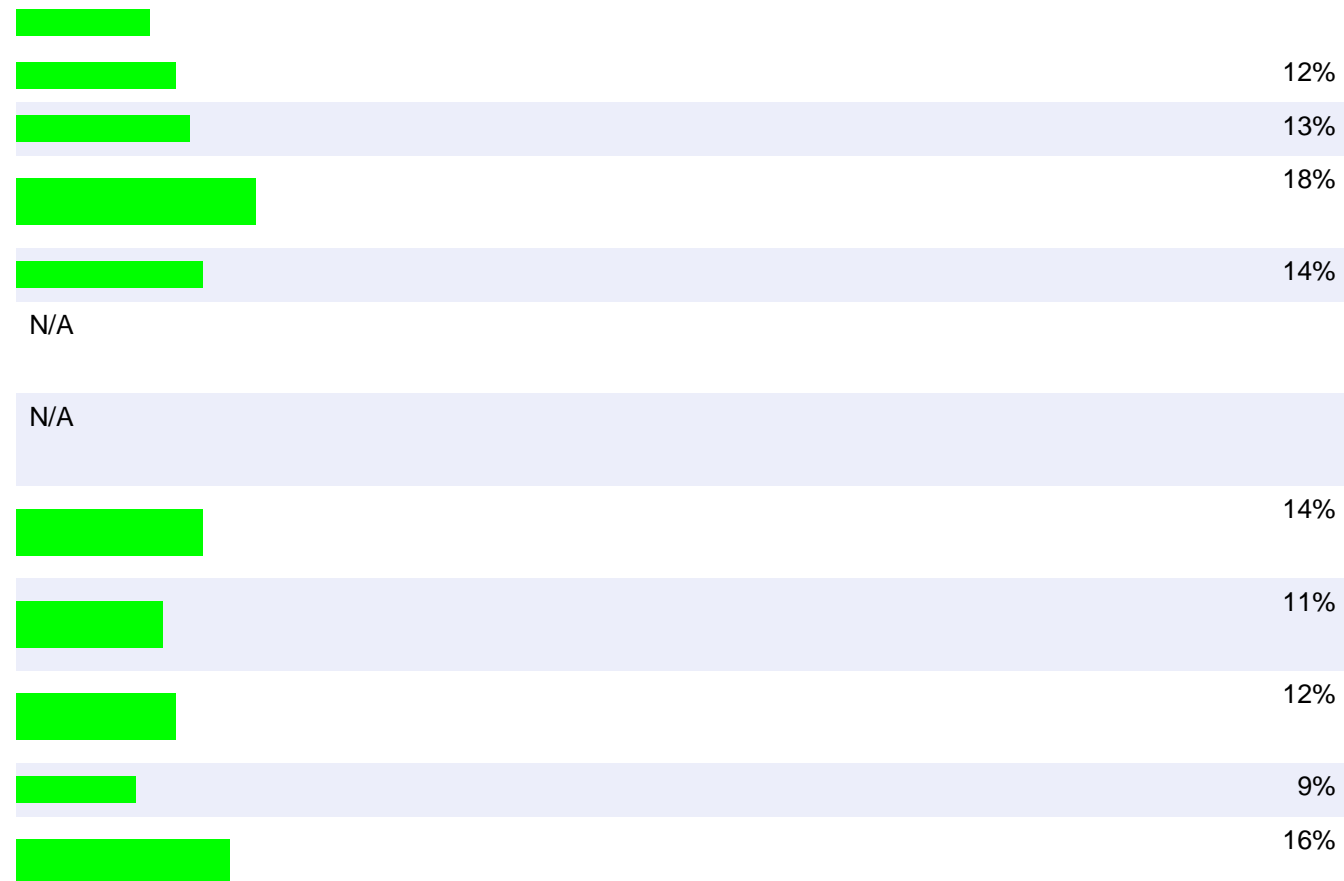
Based on Survey of Patients' Hospital Experiences (HCAHPS)





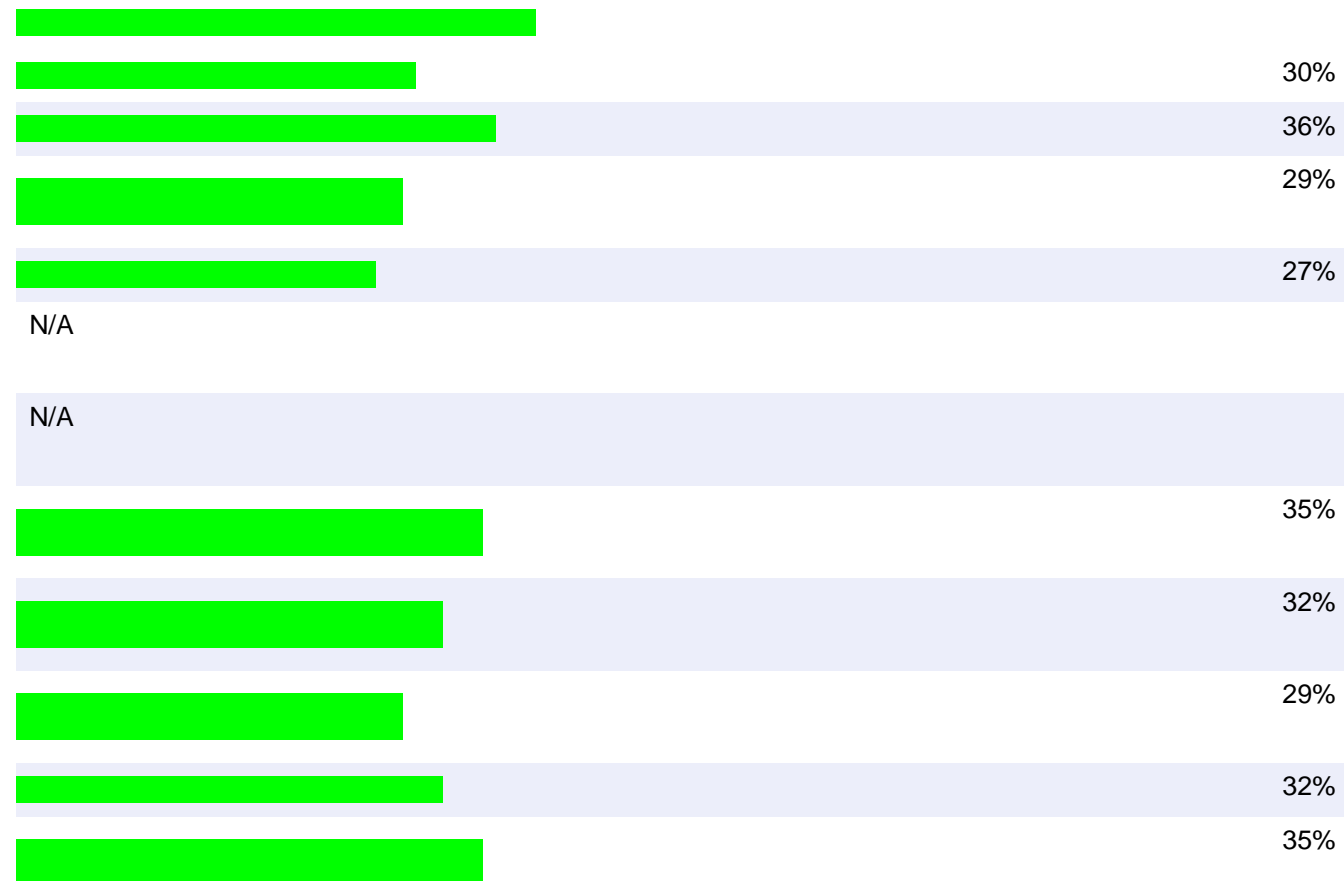
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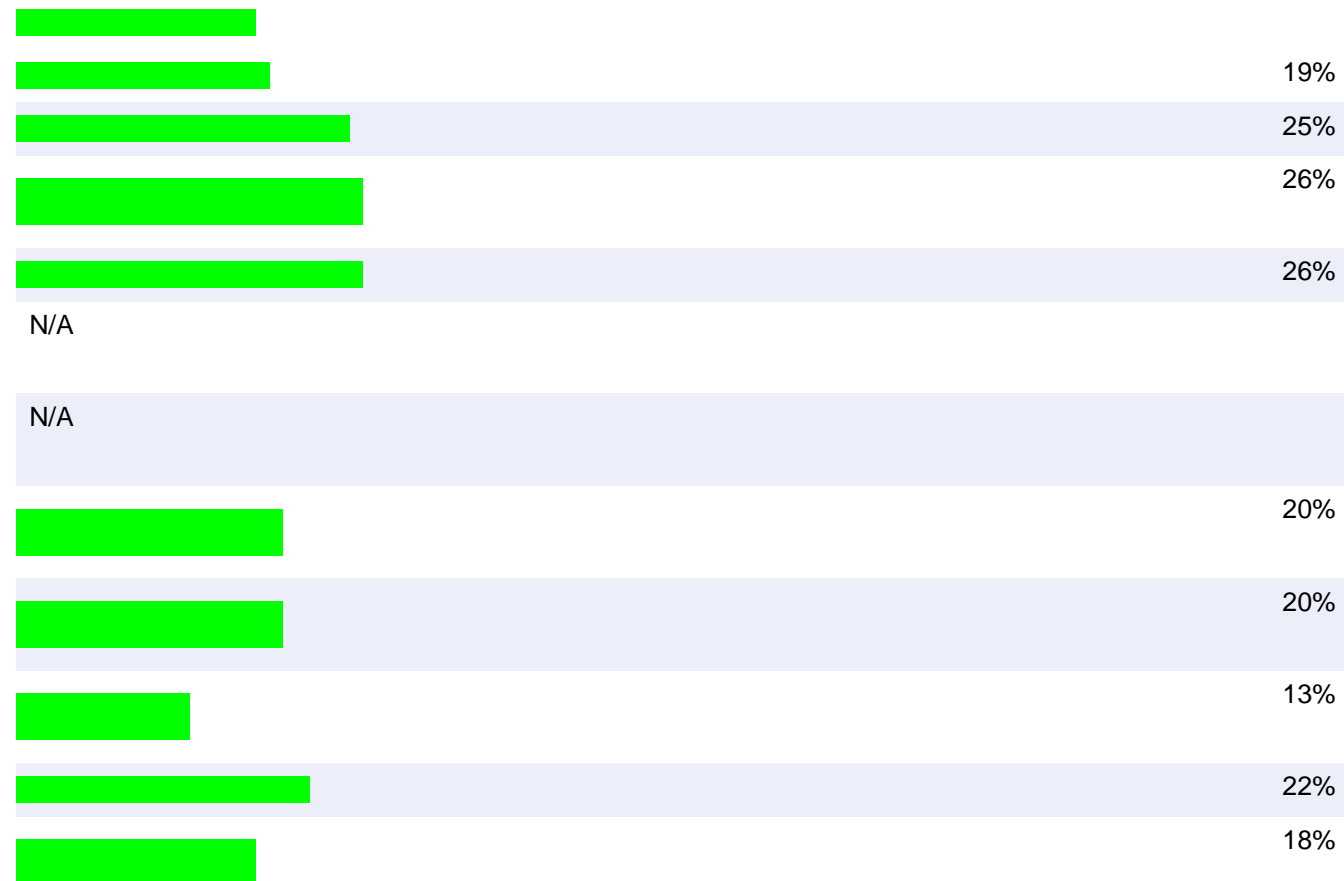
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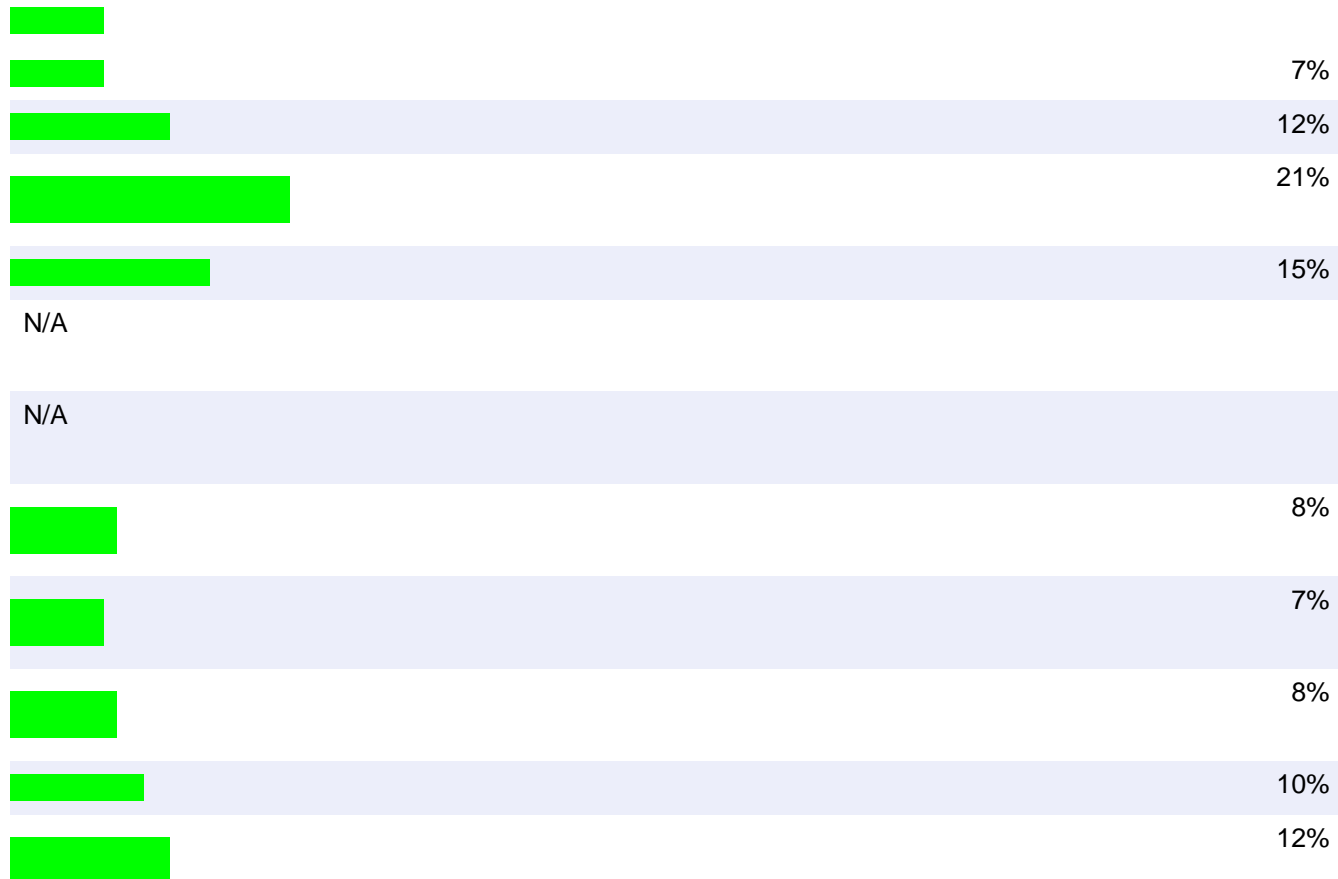
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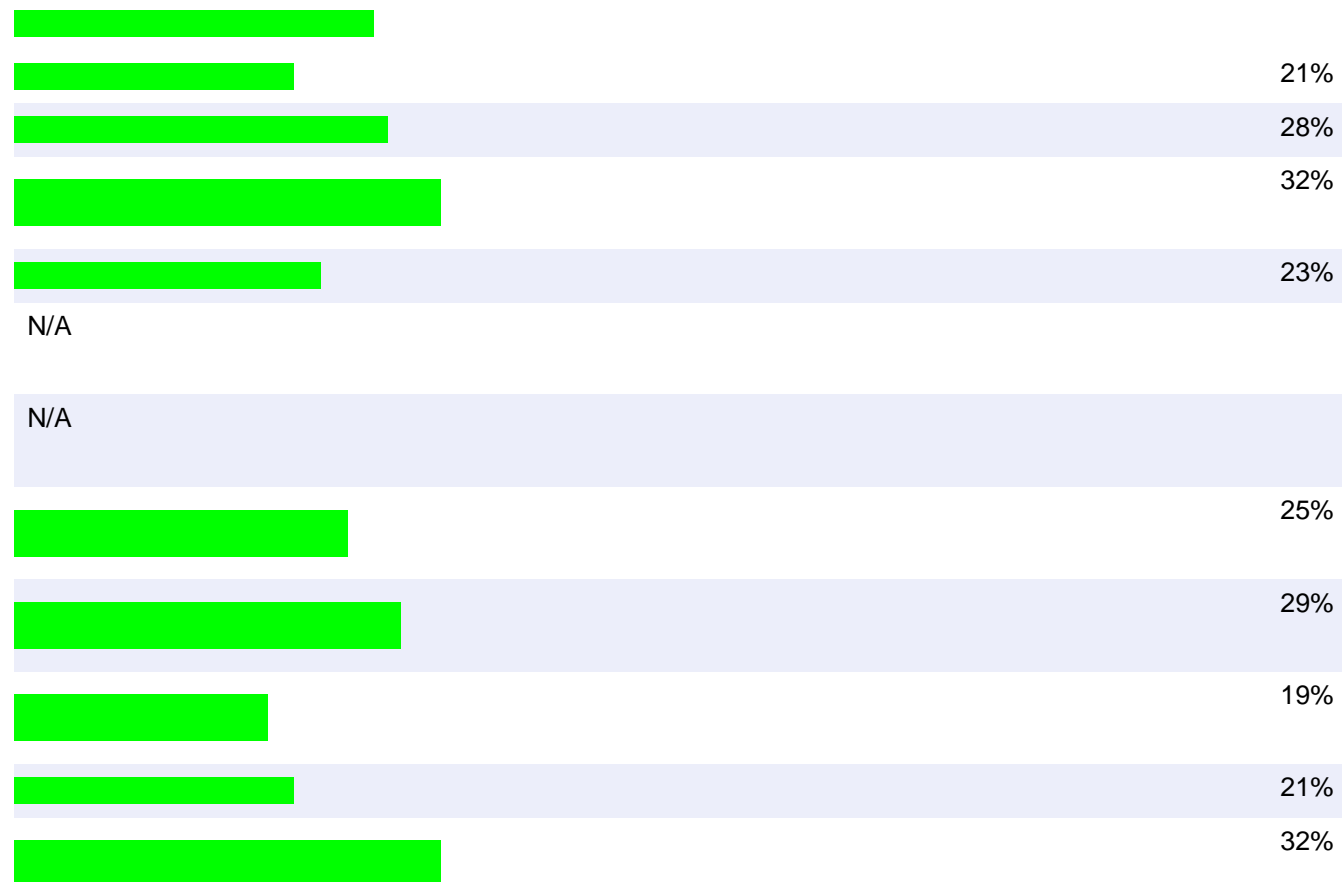
# Hospital survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)



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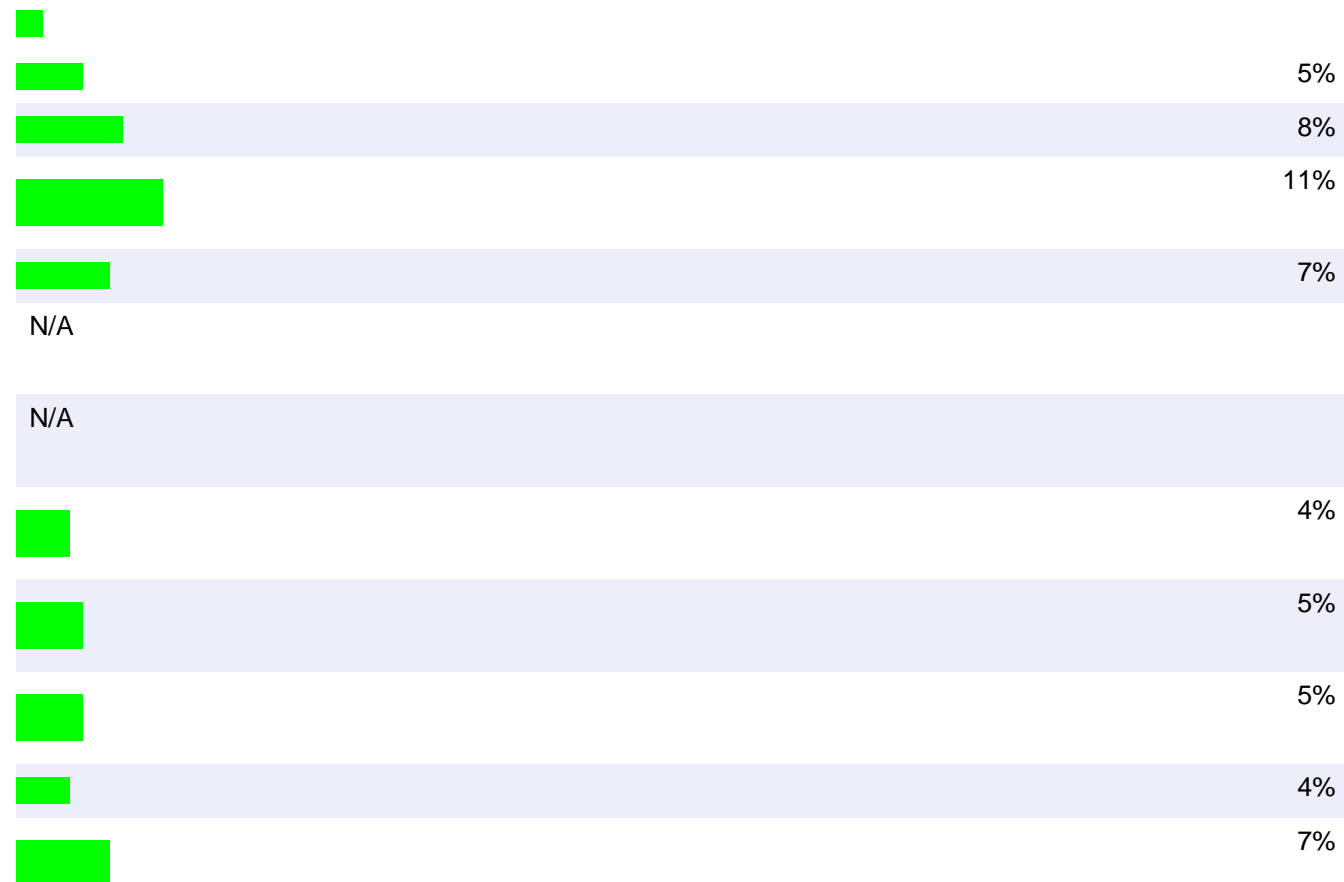
Based on Survey of Patients' Hospital Experiences (HCAHPS)





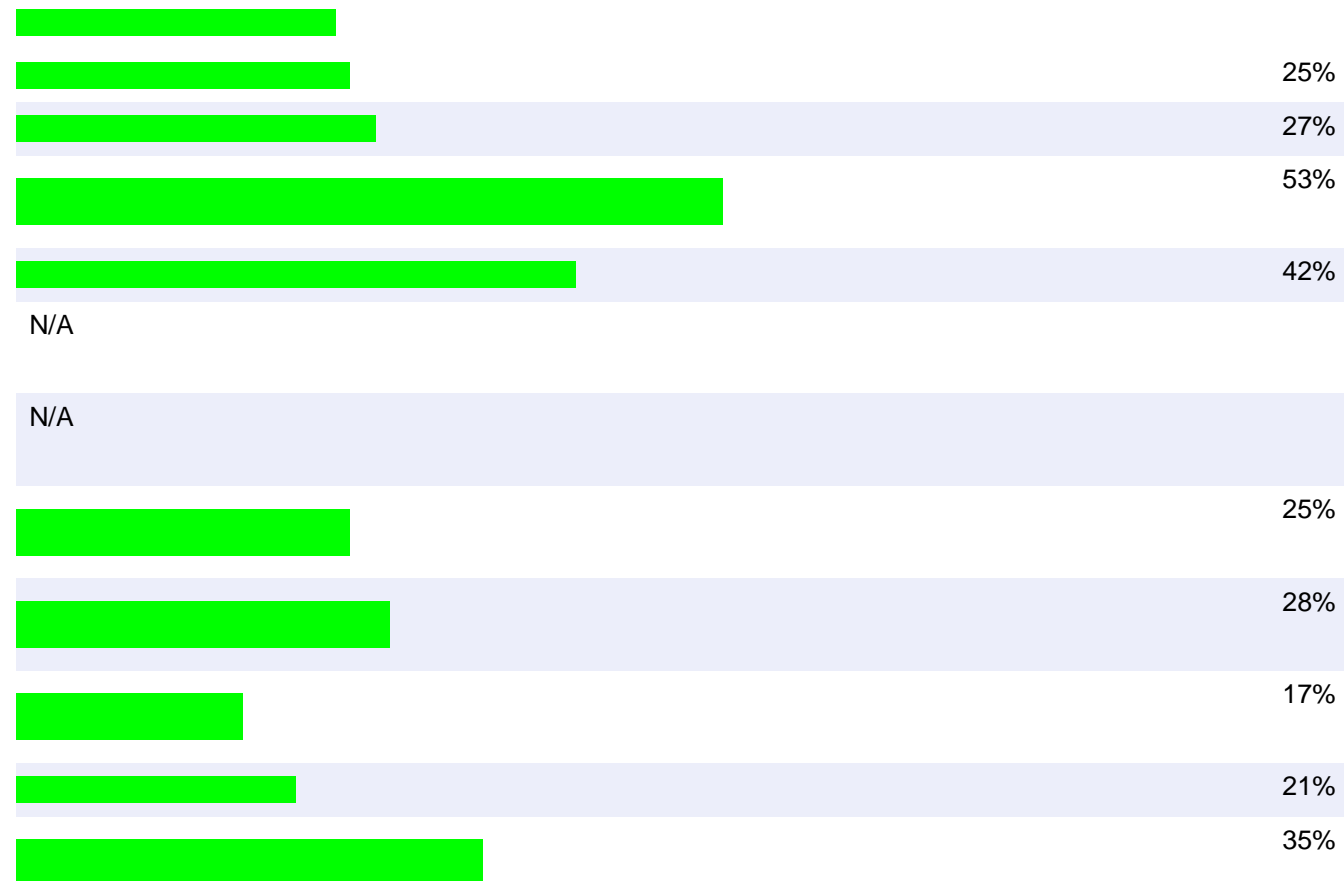
# Hospital survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)



# Hospital survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)



# Hospital survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)



# Hospital survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 or more

300 or more

Between 100 and 299

Between 100 and 299

N/A

N/A

300 or more

300 or more

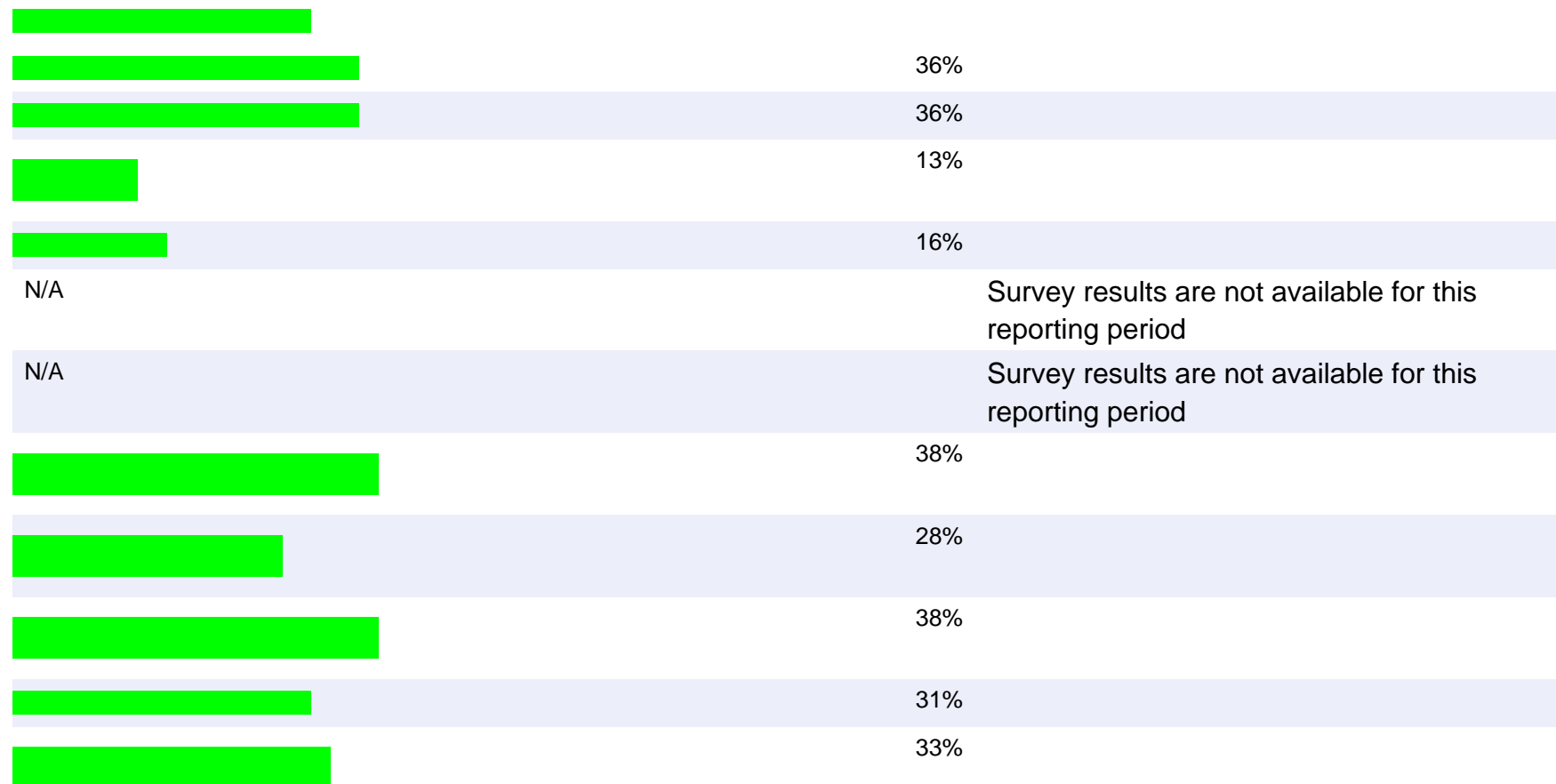
300 or more

300 or more

300 or more

# Hospital survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)



# Hospital survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)

